

Service Accent

Service Accent Wireless User Guide

April 2009



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Introduction

Welcome to the Service Accent Wireless user guide.

This chapter contains the following topics:

- Service Accent Wireless Overview
- The Service Accent Document Set
- About this Guide
- Documentation Conventions
- Contacting Your Support Provider

Service Accent Wireless Overview

Service Accent Wireless runs on almost any Windows Mobile 5/6 devices. It is designed for use with both a stylus and the built-in virtual keyboard, with simple easy-to-use and easy-to-read screens. It is written using Microsoft .NET 2.0/.NET 3.5 thus ensuring that it keeps pace with the latest developments in device technology.

Service Accent Wireless can be used offline when out of coverage or when the engineer is in a sensitive area, for example, in hospitals. This means that the engineer can continue to view his schedule, update his jobs and review important information even when not connected to the internet as messages are queued in both directions and dispatched when coverage is resumed.

It uses your existing internet connection, using GPRS/3G from the device. Only a small amount of data is transferred in each transaction, thus keeping your costs to a minimum; running Service Accent Wireless is significantly cheaper than using a mobile phone to make voice calls.

With Service Accent Wireless, your engineer can perform all their important tasks straight from his hand-held device. The available features include:

- Job listing showing job number, customer name, model, serial number and target/scheduled date and time
- Job details with site address, contact name, equipment details and fault information
- Ability to update the machine details when on-site
- Service history showing the engineer, equipment, meter readings, and fault & fix details
- Parts can be used and automatically deducted from the engineer's stock
- Signature capture for customer confirmation
- Task list, allowing multiple tasks to be defined in Service Accent to be actioned by the engineer. The engineer can update each task with comments
- Meter readings can be entered when necessary
- The status of jobs can be progressed for auditing purposes
- Office-based personnel can monitor and track engineers
- Email messaging allows your office-based personnel to send your engineers emails without the need to configure external POP accounts on the mobile device or change your existing email configuration. Your engineers can then reply or create new messages
- The optional Proof-Of-Acceptance module allows you to capture a customer's signature, include it on your Proof Of Acceptance document and have it emailed direct to the customer automatically
- Using Service Accent Wireless in conjunction with the optional Service Accent Dynamic Mapping module allows you to your engineers' current locations as well as their travel history



The Service Accent Document Set

The Service Accent document set consists of the following guides:

- **Service Accent Installation And Setup Guide** – this document describes how to install and configure Service Accent.
- **Service Accent User Guide** – this document describes how to use Service Accent.
- **Service Accent Online Meter Billing Setup & User Guide** – this document describes how to configure and use Service Accent Online Meter Billing.
- **Service Accent Sage Live Link** – this document describes how to configure and use Service Accent Sage Live Link.
- **Service Accent Dynamic Mapping** – this document describes how to configure and use Service Accent Dynamic Mapping.
- **Service Accent Remote Monitoring & Billing** – this document describes how to configure and use Service Accent Remote Monitoring & Billing.
- **Service Accent Remote Console Installation & Setup Guide** – this document describes how to install and setp the Service Accent Remote Console module.
- **Service Accent Wireless Setup Guide** – this document describes how to install and setup Service Accent Wireless.
- **Service Accent Wireless User Guide** – this document describes how to use Service Accent Wireless.
- **Service Accent Mobile User Guide** – this document describes how to use Service Accent Mobile.
- **Service Accent Remote Customer User Guide** – this document describes how to use Service Accent Remote Customer.
- **Service Accent Remote Engineer User Guide** – this document describes how to use Service Accent Remote Engineer.
- **Service Accent Remote Email Setup & User Guide** – this document describes how to configure and use Service Accent Remote Email.
- **Service Accent Messaging Setup & User Guide** – this document describes how to configure and use Service Accent Messaging.
- **Service Accent SMS & Email Notifications Setup & User Guide** – this document describes how to use Service Accent SMS & Email Notifications.

About this Guide

This guide consists of the following chapters:

- **Chapter 1: Introduction** – an overview of the Service Accent Wireless application, documentation conventions, and your support provider contact information.
- **Chapter 2: Using Service Accent Wireless** – describes how to use Service Accent Wireless and the Nomad Clientic and introduces the features of the Service Accent Wireless Environment.

Documentation Conventions

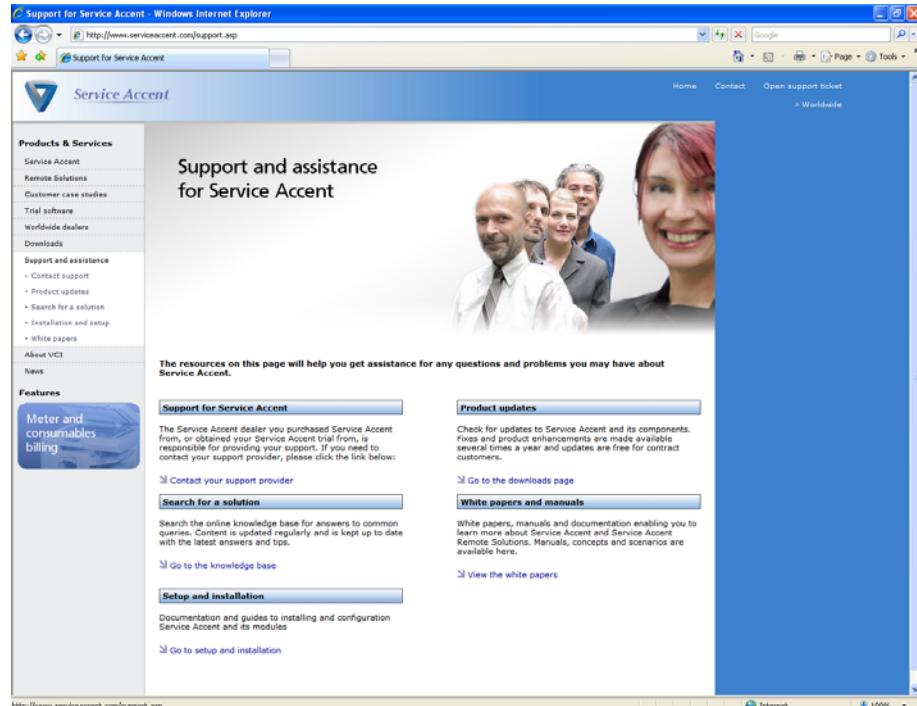
The following icons highlight particular sections.

-  **Caution** – failure to observe the caution described in this section may prevent Service Accent Wireless from operating properly.
-  **Note** – sections highlighted with this icon contain pertinent information, such as exceptions to the preceding steps or sections.
-  **Hint** – sections highlighted with this icon contain hints or suggestions.

Contacting Your Support Provider

Web site: www.serviceaccent.com, click on **support and assistance**

Telephone and **Email** details will be provided by your support provider.



Using Service Accent Wireless

This user guide is for Service Accent Wireless version 7.3. You must be running Service Accent Version 4.12 Build 204 or greater for this version of Service Accent Wireless.

The Service Accent Wireless application runs on devices that run Windows Pocket PC 2003, Windows Mobile 5 or Windows Mobile 6.

For the purpose of this manual, the documentation is based on a PDA running Windows Mobile 5. The Service Accent Wireless application will look the same on any device, however, the startup screen and other PDA system screens may be different. The functionality will be the same.

Service Accent

There are several features within Service Accent, namely

- The ability to send emails (Messages) to the engineer. See page 8
- Sending a job to an engineers device. See page 12
- Sending multiple jobs to an engineers device. See page 18
- Unassigning an engineer from a job. See page 22
- Reassigning job to another engineer. See page 24
- Removing the job if job closed in Service Accent. See page 30
- Completing but not closing jobs. See page 32
- Automatic sending of jobs to an engineer. See page 32
- Automatically send job to engineer when extended. See page 33
- Completion time set as device time. See page 33
- Send next scheduled job. See page 33
- Extend job if parts request entered. See page 33
- Engineer can select alternative store. See page 33
- Checking the status of remote jobs. See page 34
- Setting engineer permissions. See page 37

An explanation of these features follows on the next pages.

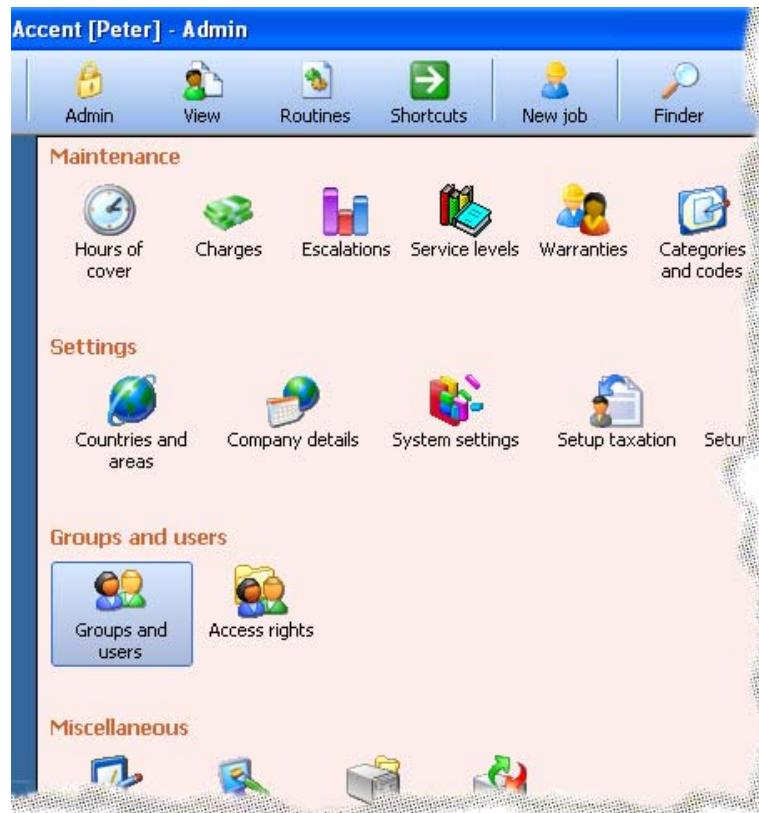
Sending an email to an engineers device

An email message can be sent from Service Accent to an engineers device. The email does not have to relate to a job, it can be for any subject. This feature will only function from Service Accent version 4.6 build 198 or greater.

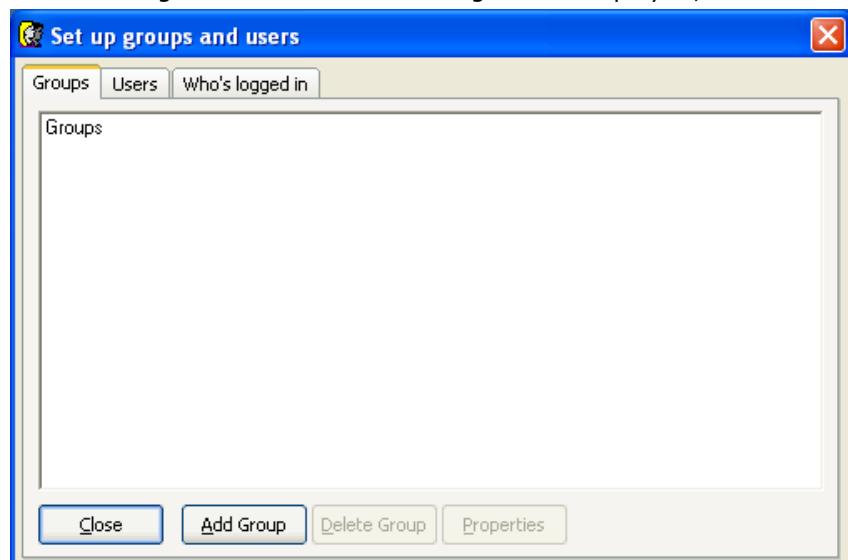
In order for email messaging to work correctly, the Service Accent user that is sending an email message to an engineer, **MUST** have their email address setup against their user profile.

To setup email messaging from Service Accent

1. Click **Admin** from the Service Accent button bar, under **Groups and users**, click the **Groups and users** icon.

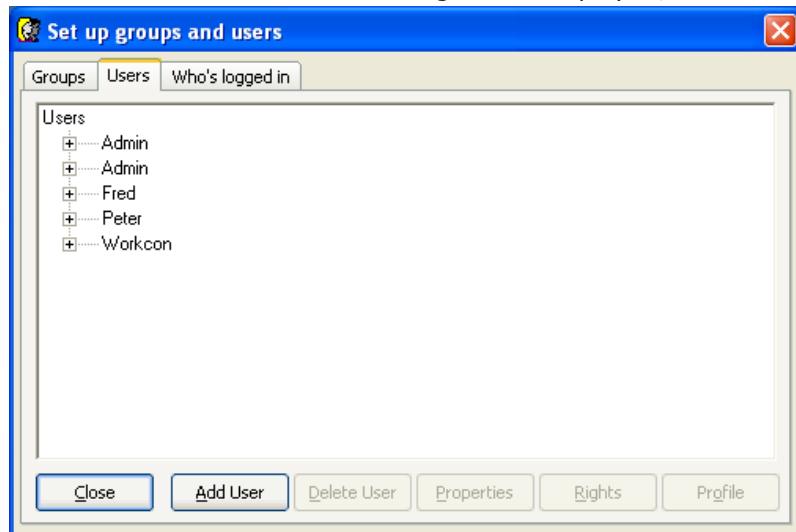


2. The a dialogue similar to the following will be displayed;





3. Click the **Users** tab and the following will be displayed;



4. Select the **User** and then click the **Properties** button;



5. Click the **Details** tab and the following appears;



6. In the **E-Mail Address** field, enter the users email address. This is the email address that will be used when the engineer replies.
 7. Click **OK** to save the details.



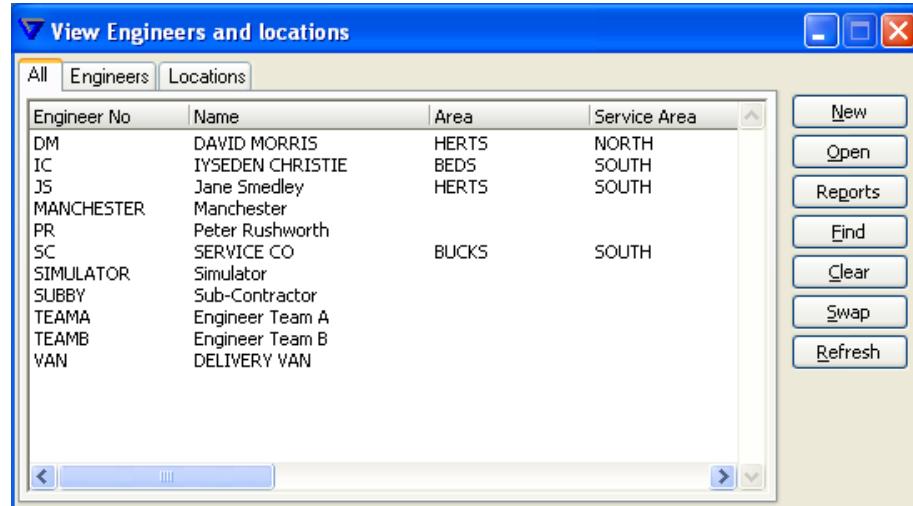
Service Accent will have to be stopped and restarted for the change to be effective.

To send an email message to an engineers device

1. Click **View** from the Service Accent button bar, under **General**, click the **Engineers & locations** icon.



2. The following is displayed;



3. Select the engineer to send the email to



4. Either click **Open** or double click the engineer highlighted. The following is displayed;



▼ Engineer - Peter Rushworth

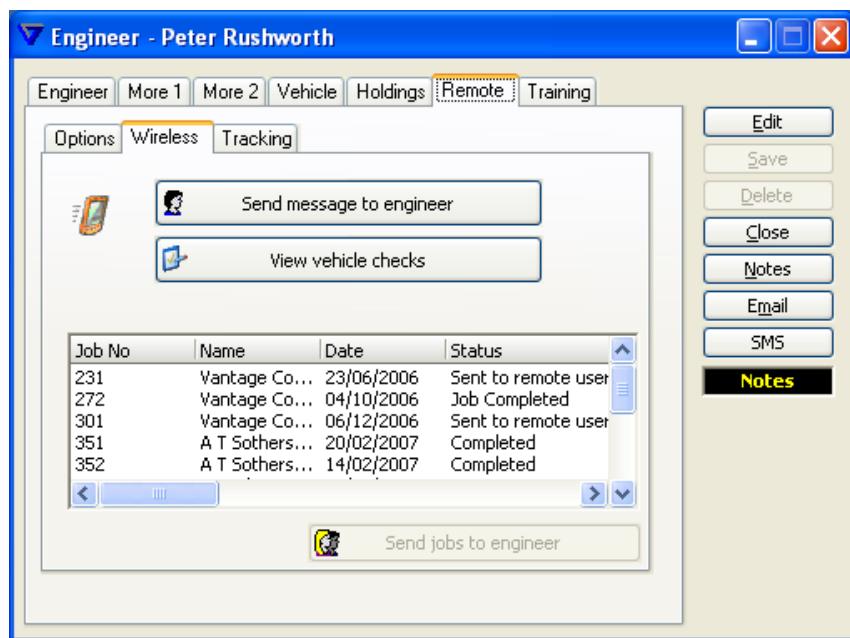
Engineer	More 1	More 2	Vehicle	Holdings	Remote	Training
Engineer No: PR	<input type="button" value="Edit"/> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Close"/> <input type="button" value="Notes"/> <input type="button" value="Email"/> <input type="button" value="SMS"/> <input type="button" value="Notes"/>					
Name: Peter Rushworth						
Address 1:						
Address 2:						
Address 3:						
Town/City:						
County:						
Post code:						
Country:						
Area:						
Service region:						
Costing band						

5. Click the **Remote** tab and the following is displayed;

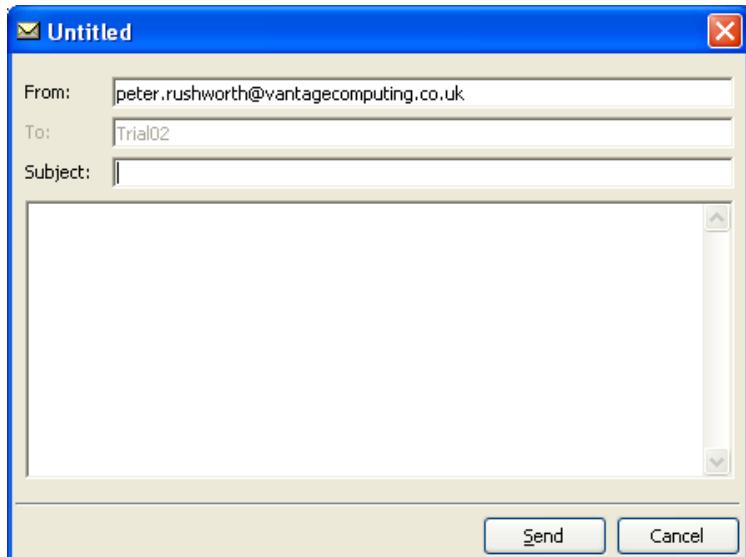
▼ Engineer - Peter Rushworth

Engineer	More 1	More 2	Vehicle	Holdings	Remote	Training
<input type="button" value="Edit"/> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Close"/> <input type="button" value="Notes"/> <input type="button" value="Email"/> <input type="button" value="SMS"/> <input type="button" value="Notes"/>						
<input type="button" value="Options"/> <input type="button" value="Wireless"/> <input type="button" value="Tracking"/>						
<p>Service Accent Remote Solutions</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Engineer has supervisor permissions <input checked="" type="checkbox"/> Engineer can log new jobs <input checked="" type="checkbox"/> Engineer can create new parts <input checked="" type="checkbox"/> Engineer can reassign engineers when extending jobs <input checked="" type="checkbox"/> Engineer can change service levels of jobs <input checked="" type="checkbox"/> Engineer can change inventory item on job <p>Service Accent Remote Engineer</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Grant Service Accent Remote Engineer access <p>Web password: <input type="text" value="**"/></p> <p>Confirm password: <input type="text" value="**"/></p>						

6. Click the **Wireless** tab



7. Click the **Send message to engineer** button and the following is displayed;



8. The **From** email address is automatically taken from the user who logged onto Service Accent (see page 6 for further details).

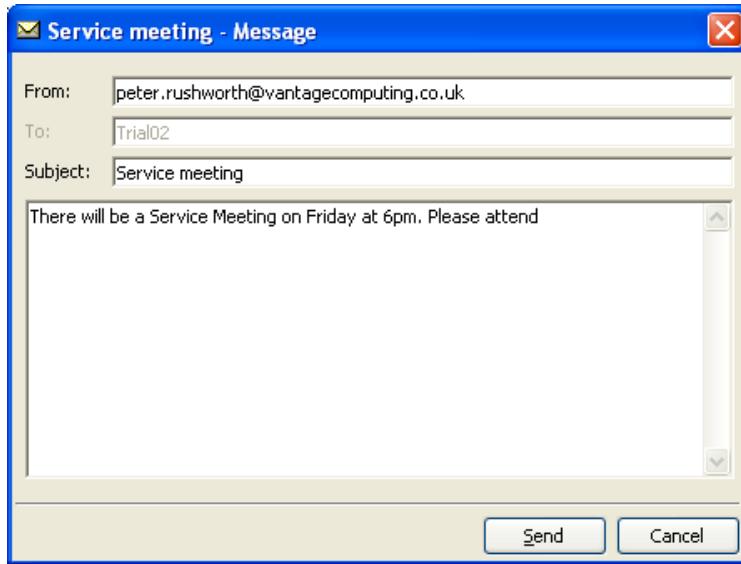
9. The **To** field is the engineers mobile device ID and this cannot be amended.

10. In the **Subject** field, enter the subject of the message.

11. In the **Details** box, enter the message upto a maximum of 255 characters.



12. An example of a completed message dialogue is as follows;



13. Click **Cancel** to exit the send message dialogue without sending the message.

14. Click **Send** to send the email message to the engineer.

15. The email message is now queued up for sending to the engineer and will be collected when the engineer's device does the next scheduled send/receive.

16. The following message will appear on the engineers device;



17. Tap **Yes** to go directly to the inbox to read the message.

18. Tap **No** continue with the current task and the email will remain in the engineers inbox for reading at a later stage.

See Go to my inbox on page 171 for further details on receiving email messages on the mobile device.

Sending a call to an engineers device

After a call has been issued to an engineer, it can be manually sent to the engineers mobile device. A job can be manually sent in one of two ways, either from the job dialogue (see [To send a call to an engineers device from the job dialogue on page 12](#)) or by using the right click menu option (see [To send a call to an engineers device via the right click menu option on page 16](#)), version 4.11 Build 203 or greater of Service Accent is required for this function.



The engineer can also receive calls that are fully assigned by selecting the **Get my jobs** option on their mobile device. See [Service Accent Wireless Options on page 180](#).

Also the engineer can receive calls, by Service Accent automatically sending the calls, see page 32 or by the work controller manually sending a block of calls from Service Accent, see page 18.

To send a call to an engineers device from the job dialogue

1. Open an existing call or log a new call as normal and select the **Status** tab. The following is shown;

You will notice that the **Remote engineer** group (at the bottom of the screen) is currently not available. This is because the job has not yet been fully issued to an engineer.

2. Click **Edit** and fully **issue** the job as normal to an engineer. After the job has been issued, the **Remote engineer** group becomes available (providing the engineer is wireless enabled).



Job 836 - Vantage Computing International

Job	Details	Faults	Status	Completion	Tasks	Misc	QuickClose
Engineer Status: Assigned to engineer Engineer: Peter Rushworth Allocated: 10/09/2009 09:10 ETA: <input type="text"/> On site: <input type="text"/>							
Status Job status: Not used Parts status: Okay Loan status: <input type="text"/> Last status: Assigned to engineer On: 10/09/2009 09:10 <input checked="" type="checkbox"/> PM performed on this job							
On hold <input type="checkbox"/> Job is on hold from <input type="text"/> for <input type="text"/> 0							
Remote engineer Status: <input type="text"/> <input type="button" value="Save this job and send it now"/>							
<input type="button" value="Abandon"/> <input type="button" value="Jobs"/> <input type="button" value="Save"/> <input type="button" value="Print"/> <input type="button" value="Delete"/> <input type="button" value="Audit"/> <input type="button" value="Close"/> <input type="button" value="Loans"/> <input type="button" value="Notes"/> <input type="button" value="Issue"/> <input type="button" value="Invoice"/> <input type="button" value="Parts"/> <input type="button" value="Letters"/> <input type="button" value="Meters"/>							
Logged 01/10/03 09:00 Notes exist Letters exist Customer on stop VIP customer Job on hold Recall job Job extended Loan allocated Resources allocated							

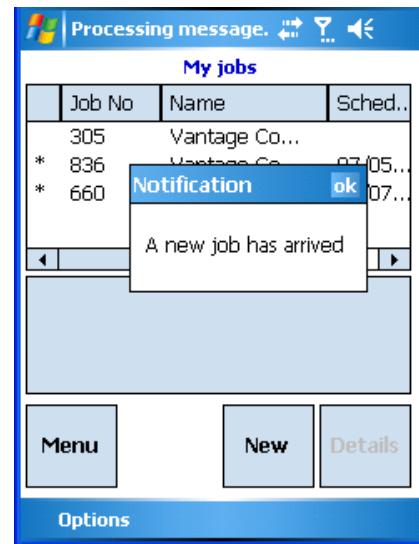
3. To send this job to the engineers device now, click the **Save this job and send it now** button. The job is saved and Service Accent will attempt to send the job to the engineers mobile device. The **Status** will now be shown as **waiting to be sent**;

Job 836 - Vantage Computing International

Job	Details	Faults	Status	Completion	Tasks	Misc	QuickClose
Engineer Status: Assigned to engineer Engineer: Peter Rushworth Allocated: 10/09/2009 09:10 ETA: <input type="text"/> On site: <input type="text"/>							
Status Job status: Not used Parts status: Okay Loan status: <input type="text"/> Last status: Waiting to be sent On: 10/09/2009 09:11 <input checked="" type="checkbox"/> PM performed on this job							
On hold <input type="checkbox"/> Job is on hold from <input type="text"/> for <input type="text"/> 0							
Remote engineer Status: Waiting to be sent <input type="button" value="Save this job and send it now"/>							
<input type="button" value="Edit"/> <input type="button" value="Jobs"/> <input type="button" value="Save"/> <input type="button" value="Print"/> <input type="button" value="Delete"/> <input type="button" value="Audit"/> <input type="button" value="Close"/> <input type="button" value="Loans"/> <input type="button" value="Notes"/> <input type="button" value="Issue"/> <input type="button" value="Invoice"/> <input type="button" value="Parts"/> <input type="button" value="Letters"/> <input type="button" value="Meters"/>							
Logged 01/10/03 09:00 Notes exist Letters exist Customer on stop VIP customer Job on hold Recall job Job extended Loan allocated Resources allocated							

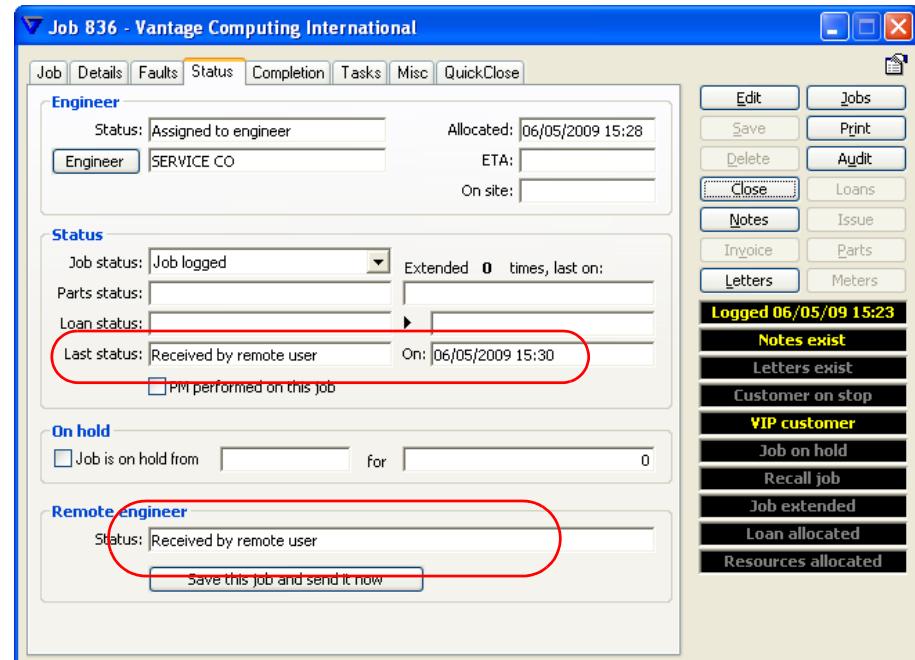
4. When the Service Accent Remote Console software performs the next scheduled send/receive, the job will be sent to the engineers mobile device.

5. The engineers PDA will display a message that a new job has arrived (irrespective of which screen is currently displayed), the screen appears similar to the following;



If the engineers device is not switched on or out of coverage, the job will remain on the Service Accent Wireless server until such time as the job can be sent.

6. After the job has been successfully sent to the engineers mobile device, the remote engineer status on the job has changed to indicate that the call has been sent and received.



There are several remote engineer statuses and these are as follows;

- **Not Sent** - The job has not yet been sent.
- **Waiting to be sent** - The job is queued by the Service Accent Wireless server to be sent to the mobile device.
- **Sent** - The job has been sent by the Service Accent Wireless Server to the engineers mobile device, but has not yet been received by the device.



- **Communications error** - The Service Accent Wireless server was unable to send the job because there was a communications error. This could be due to a problem on the network or a problem with the Internet.
- **Viewed** - The engineer has viewed the job on the mobile device.
- **Queued by the gateway** - The remote console software has queued the job to be sent to the device.
- **Received by remote user** - The engineer's mobile device has received the job, but no action has yet been taken by the engineer.
- **Completed** - The engineer has completed the job and sent the completion details back to Service Accent.
- **Removed from device** - The engineer has manually removed the job from their mobile device.

7. Click the **Audit** button to see the audit trail showing the statuses as the job is sent to the engineer's device.

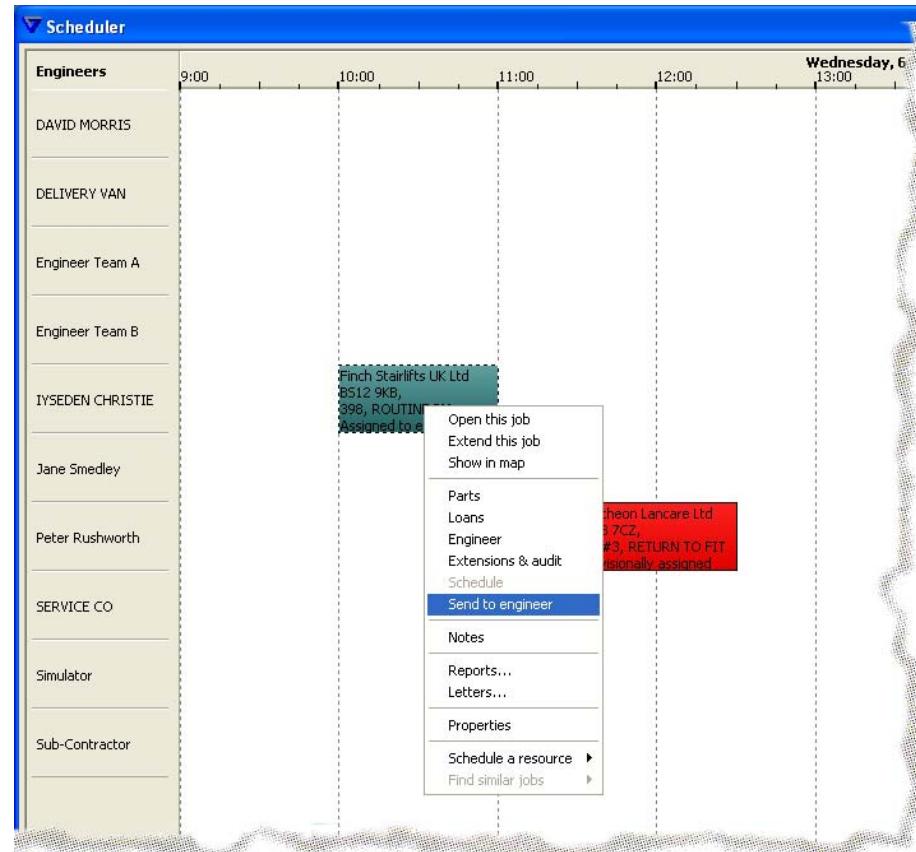
View extensions & audit - 836, Vantage Computing International

The Audit table data:

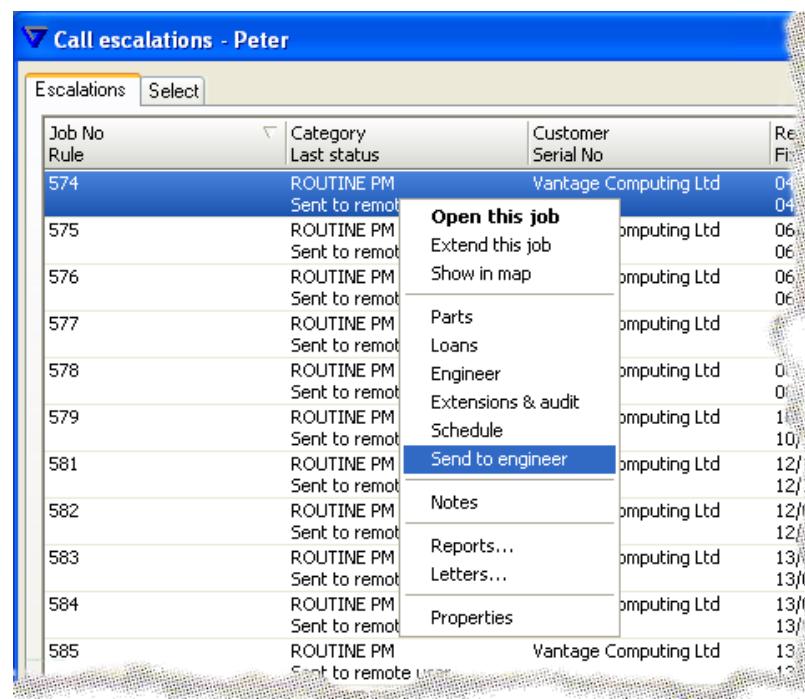
Description	Date	Duration	User	Engineer/location
Job Logged	06/05/2009 15:24	0	Admin	Peter Rushworth
Job logged	06/05/2009 15:24	1m	Admin	Peter Rushworth
Provisionally assigned	06/05/2009 15:25	0	Admin	Peter Rushworth
Unassigned	06/05/2009 15:25	4m	Admin	SERVICE CO
Waiting to be sent	06/05/2009 15:29	0	Admin	SERVICE CO
Sent to remote user	06/05/2009 15:29	0	[Remote]	SERVICE CO
Received by remote user	06/05/2009 15:30	0	[Remote]	SERVICE CO

To send a call to an engineers device via the right click menu option

1. Jobs can be sent to an engineers device by using the right click menu option and then clicking **Send to engineer**.
2. The right click menu option is available from the **Scheduler**



3. from **Escalations**



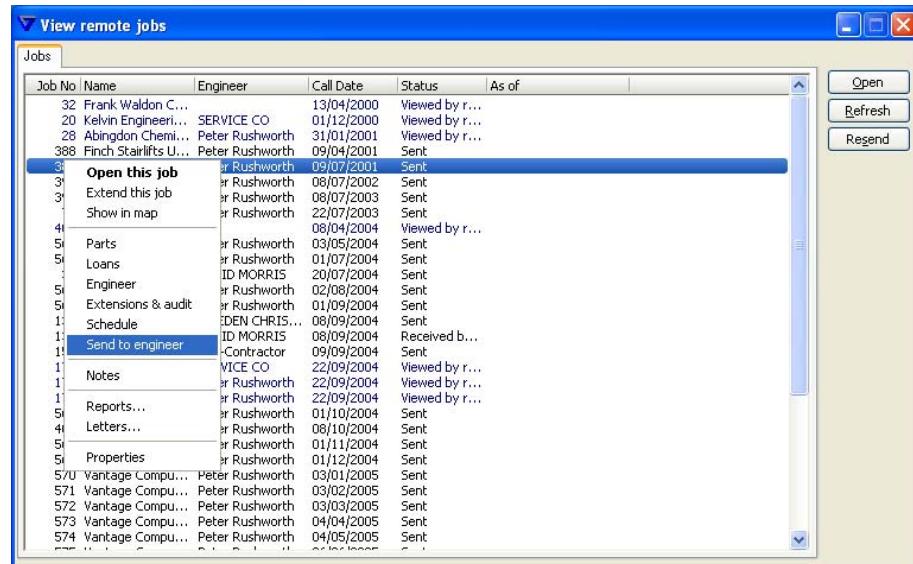


4. from View live jobs

Job No	Type	Category	Name	Product	Serial No	Call Date	Engineer
33	Planned Mai...	ROUTI...	I E X Morris Ltd	17TEXAN 730		07/08/1999	IC
32	Planned Mai...	ROUTI...	Frank Waldon Contractors...	20 BIN SORTER		13/04/2000	
20	Planned Mai...	ROUTI...	Kelvin	STAPLESORT	17626511	01/12/2000	SC
628	Planned Mai...	ROUTI...	Vanta			01/01/2001	SUBBY
28	Planned Mai...	ROUTI...	Abing			31/01/2001	PR
629	Planned Mai...	ROUTI...	Vanta			01/02/2001	SUBBY
31	Planned Mai...	ROUTI...	Vanta			28/02/2001	
631	Planned Mai...	ROUTI...	Vanta			02/04/2001	SUBBY
388	Planned Mai...	ROUTI...	Finch			09/04/2001	PR
632	Planned Mai...	ROUTI...	Kelvin			01/05/2001	SUBBY
633	Planned Mai...	ROUTI...	Vanta			01/06/2001	SUBBY
369	Planned Mai...	ROUTI...	Kelvin	STAPLESORT	12312/3234	02/07/2001	
377	Planned Mai...	ROUTI...	Kelvin			02/07/2001	
634	Planned Mai...	ROUTI...	Vanta			02/07/2001	SUBBY
389	Planned Mai...	ROUTI...	Finch			09/07/2001	PR
635	Planned Mai...	ROUTI...	Vanta			01/08/2001	SUBBY
636	Planned Mai...	ROUTI...	Vanta			03/09/2001	SUBBY
637	Planned Mai...	ROUTI...	Vanta			01/10/2001	SUBBY
390	Planned Mai...	ROUTI...	Finch			08/10/2001	
638	Planned Mai...	ROUTI...	Vanta			01/11/2001	SUBBY
639	Planned Mai...	ROUTI...	Vanta			03/12/2001	SUBBY
640	Planned Mai...	ROUTI...	Vanta			01/01/2002	SUBBY
391	Planned Mai...	ROUTI...	Finch Stairlifts UK Ltd	STAPLESORT	1142-9635	06/01/2002	

5. the Finder

Job No	Customer	Serial No
361	Co	235435
289	Co	45976213/45978
355	Co	123434
368		
213	cals Ltd	59712865
28	cals Ltd	59712865
618	cals Ltd	
385	cals Ltd	59712865
619	cals Ltd	
281	ay Ltd	AD00002

6. or View remote jobs**Send multiple jobs to an engineer**

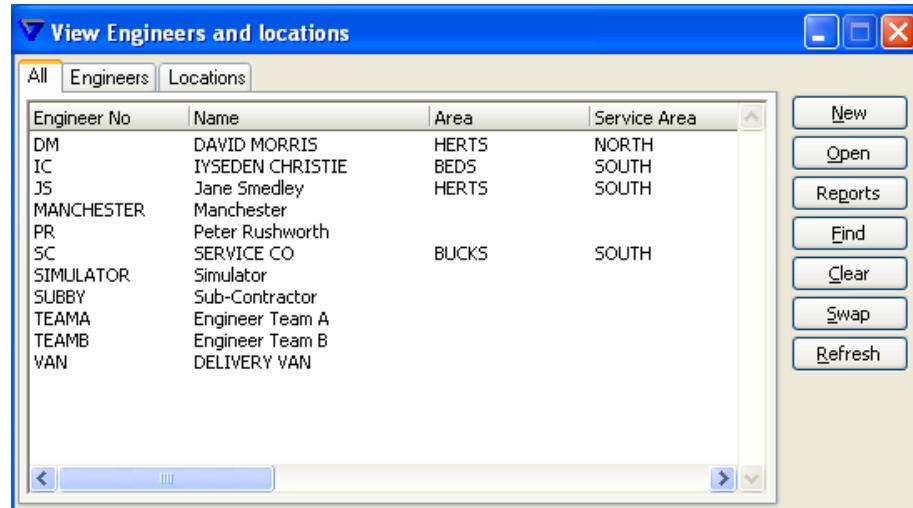
Service Accent can send multiple calls to an engineer's mobile device.

To send multiple calls to an engineer

1. Click **View** from the Service Accent button bar, under **General**, click the **Engineers & locations** icon.

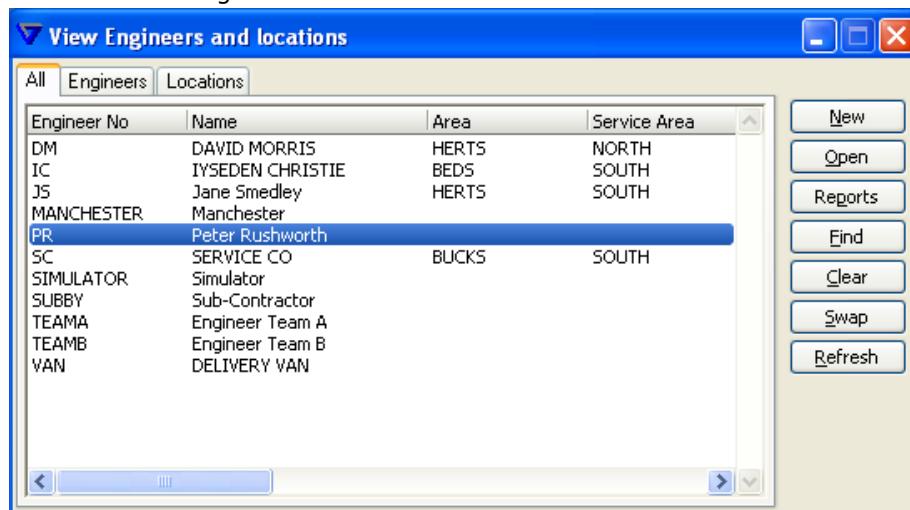


2. The following is displayed;

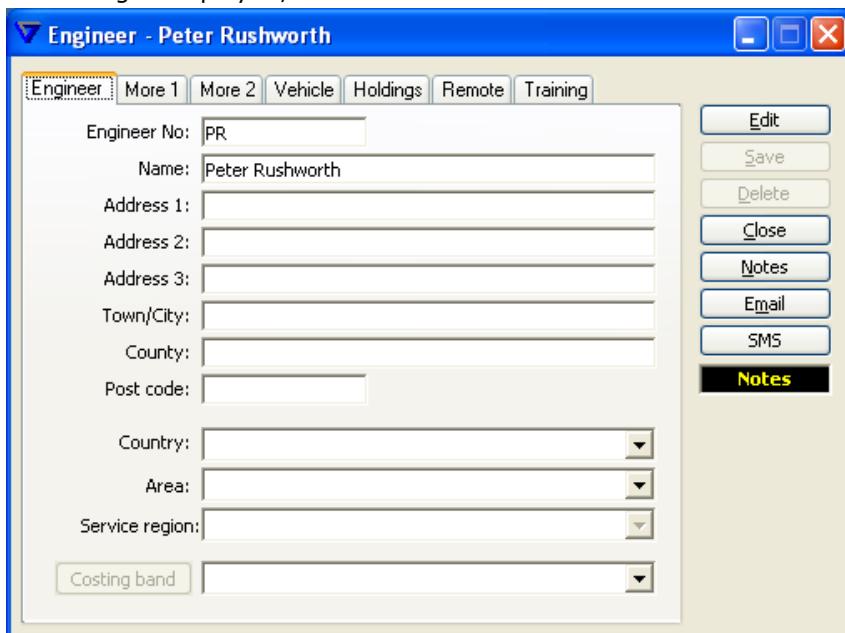




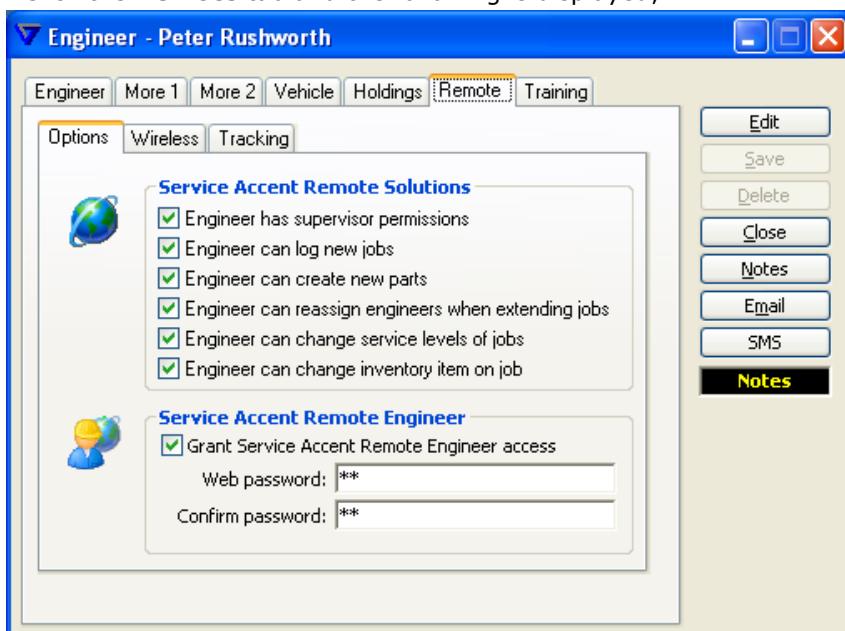
3. Select the engineer

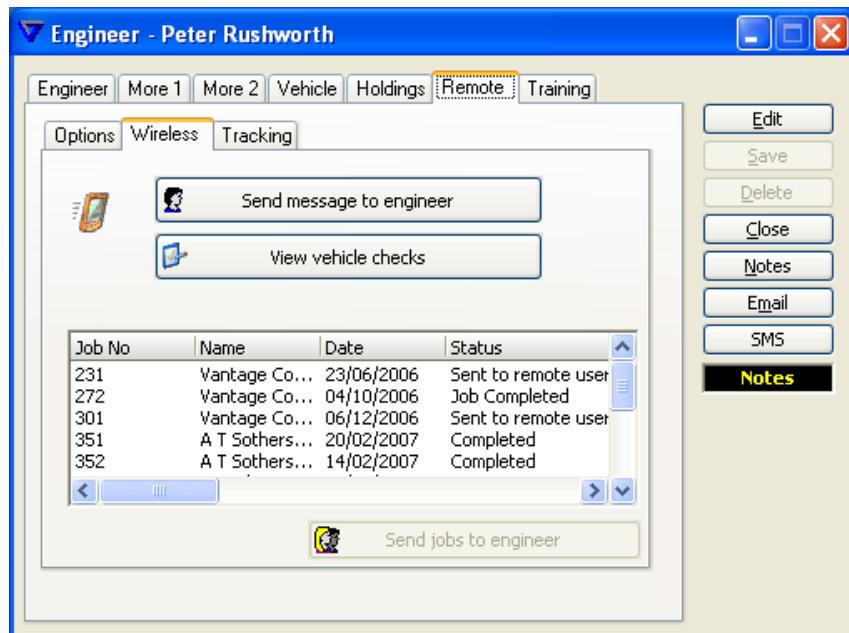


4. Either click **Open** or double click the engineer highlighted. The following is displayed;

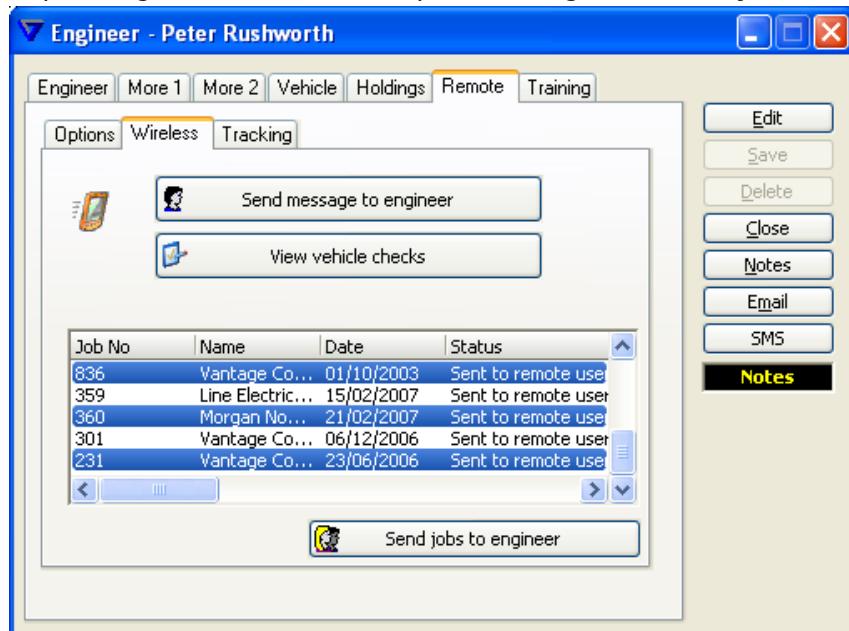


5. Click the **Remote** tab and the following is displayed;



6. Click the **Wireless** tab

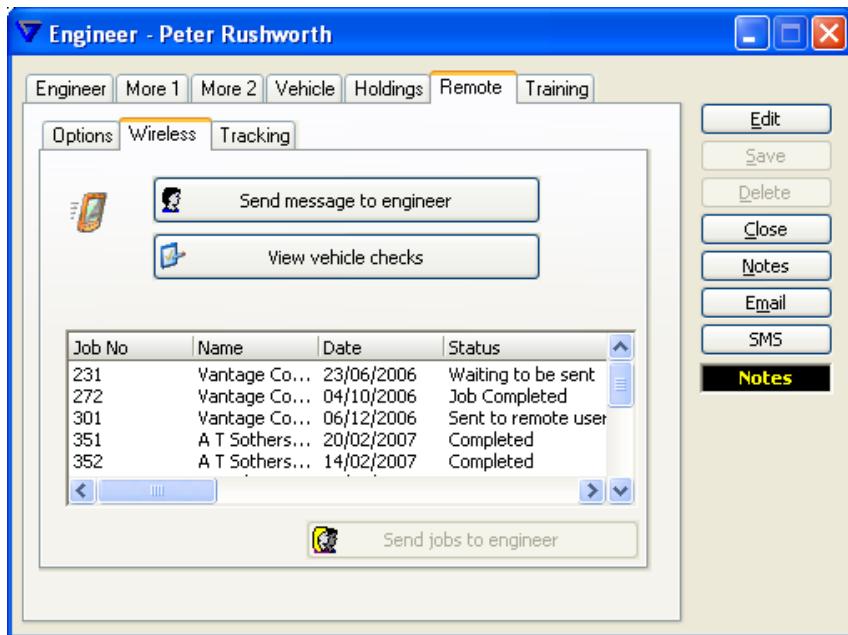
7. From the list of jobs shown (all of the jobs will be fully assigned to the engineer and the list will contain all statuses), select the jobs to send by holding down the **Control** key and clicking once on the job.



8. Continue highlighting the jobs to send and then click the **Send jobs to engineer** button.



9. The **Status** on the selected jobs will now be shown as **Waiting to be sent**.



10. The engineer will receive the jobs on their device as single jobs and will receive a notification for each job received.



11. Tap **OK** to acknowledge the message.

Unassigning an engineer from a job

If a job has been fully assigned and sent to an engineer and needs to be unassigned (either because the job was sent to the wrong engineer or the engineer cannot do the job, for example) and removed from the device, the following procedure should be undertaken.

To unassign an engineer and remove the job from the device

1. Open the applicable job record

2. Click **Edit** and then click **Issue** and then Click **Manually**



3. Enable **De-allocate the current engineer**.



4. Click **Next** and the engineer will be unallocated from the job. Click **Save** to save the job record.
5. The next time the Remote Console software does the next scheduled send/receive, a message will be sent to the engineers device advising that they have been unassigned from the job. The job will automatically be removed from their device.
6. The following will appear on the device



7. Tap **OK** to acknowledge the message.
8. The **Audit** on the job will show the following

View extensions & audit - 305, Vantage Computing Ltd					
Booking		Extensions		Audit	
Description	Date	Duration	User	Engineer/location	
Received by remote user	18/07/2007 09:59	0	[Remote]	Jane Smedley	
Viewed by remote user	18/07/2007 10:01	0	[Remote]	Jane Smedley	
Sent to remote user	20/07/2007 13:35	0	[Remote]	Jane Smedley	
Received by remote user	20/07/2007 13:56	0	[Remote]	Jane Smedley	
Viewed by remote user	20/07/2007 14:04	0	[Remote]	Jane Smedley	
Sent to remote user	23/07/2007 15:49	0	[Remote]	Jane Smedley	
Received by remote user	23/07/2007 15:56	0	[Remote]	Jane Smedley	
Sent to remote user	23/07/2007 16:24	0	[Remote]	Jane Smedley	
Received by remote user	23/07/2007 16:27	0	[Remote]	Jane Smedley	
Sent to remote user	24/07/2007 11:52	0	[Remote]	Jane Smedley	
Received by remote user	24/07/2007 11:54	0	[Remote]	Jane Smedley	
Viewed by remote user	24/07/2007 12:10	0	[Remote]	Jane Smedley	
Completed	24/07/2007 12:15	0	[Remote]	Jane Smedley	
Job extended	24/07/2007 12:15	0	[Remote]	Jane Smedley	
Waiting to be sent	24/07/2007 12:32	0	Admin	SERVICE CO	
Sent to remote user	24/07/2007 12:32	0	[Remote]	SERVICE CO	
Received by remote user	24/07/2007 12:36	0	[Remote]	SERVICE CO	
Sent to remote user	06/05/2009 14:46	0	[Remote]	SERVICE CO	
Received by remote user	06/05/2009 14:47	0	[Remote]	SERVICE CO	
Viewed by remote user	06/05/2009 15:17	42m	[Remote]	SERVICE CO	
Unassigned	06/05/2009 15:59	0	Admin	SERVICE CO	
Job unassigned and removed from engineers device	06/05/2009 15:59	0	[Remote]	SERVICE CO	

Reassigning job to another engineer

If a job has been fully assigned and sent to an engineer and needs to be reassigned to another engineer (either because the job was sent to the wrong engineer or the engineer cannot do the job, for example), the following procedure should be undertaken.

The job can be reassigned by either moving the job in the Scheduler (see page 28) or by manually de-allocating and reassigning in the actual job record (see page 24).

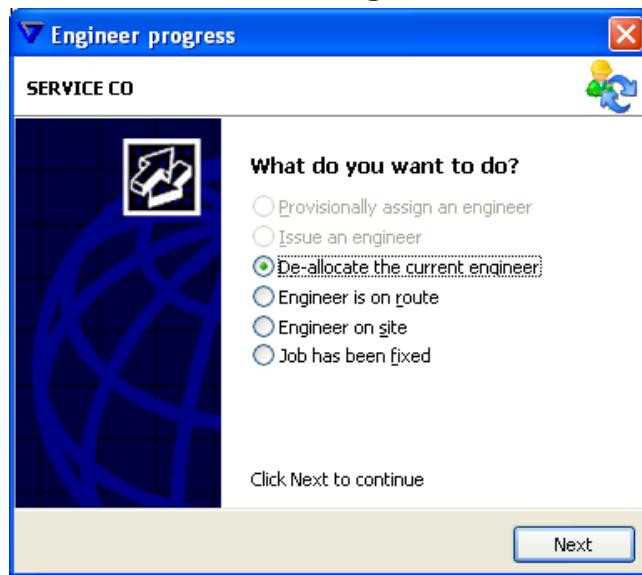
To reassign a job to another engineer manually

1. Open the applicable job record

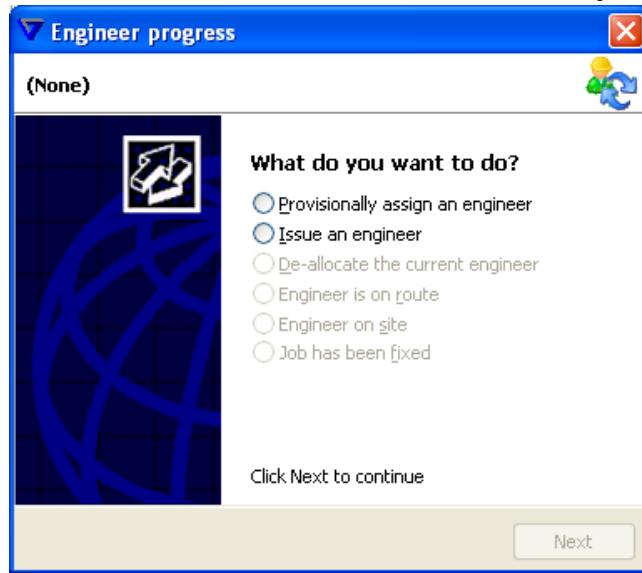
2. Click **Edit** and then click **Issue** and then Click **Manually**

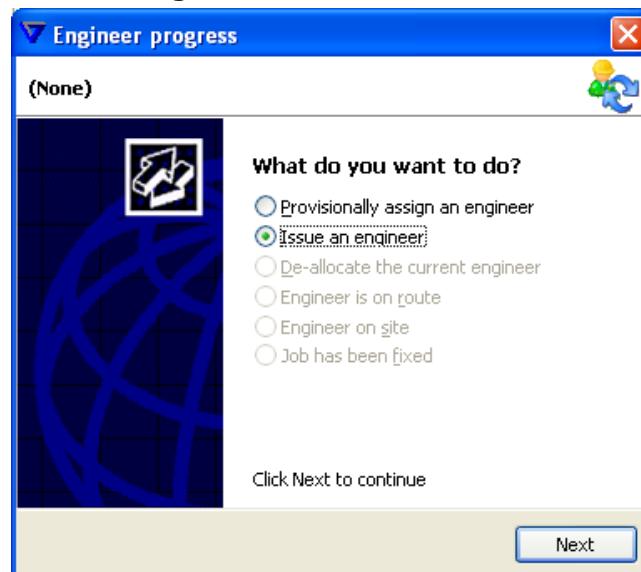
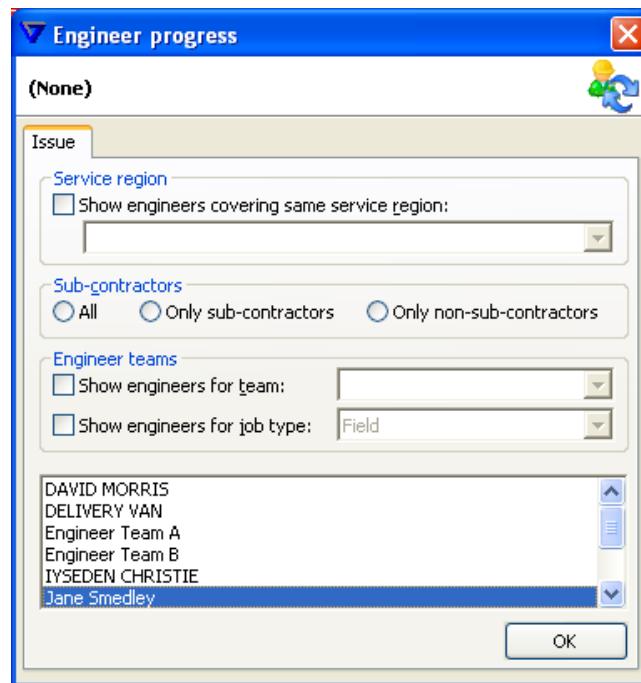


3. Enable **De-allocate the current engineer.**



4. Click **Next** and the engineer will be unallocated from the job.
5. Click **Save** to save the job record.
6. Click **Edit** and then click **Issue** and then Click **Manually**



7. Enable **Issue an engineer**.8. Click **Next**

9. Select the engineer to allocated to the job.

10. Click **OK**11. Click **Save** to save the job record.



12. The next time the Remote Console software does the next scheduled send/receive, a message will be sent to the originally assigned engineers device advising that they have been unassigned from the job.



13. The job will automatically be removed from their device. The new engineer will receive a message that a new job has arrived.

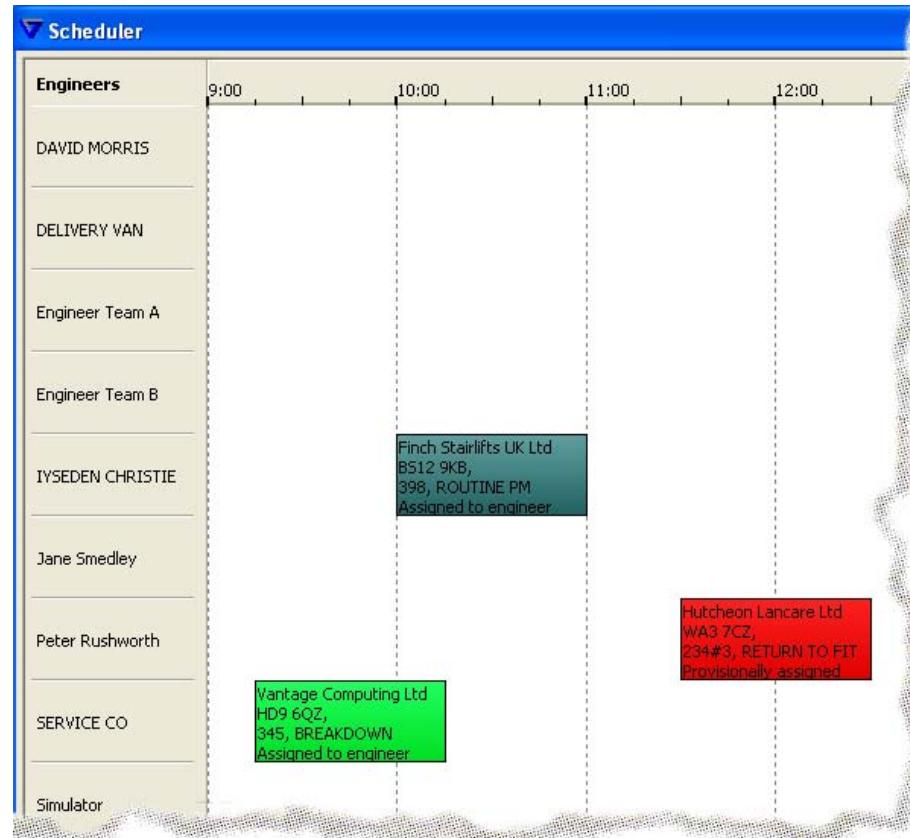
14. The **Audit** on the job will show the following

View extensions & audit - 345, Vantage Computing Ltd

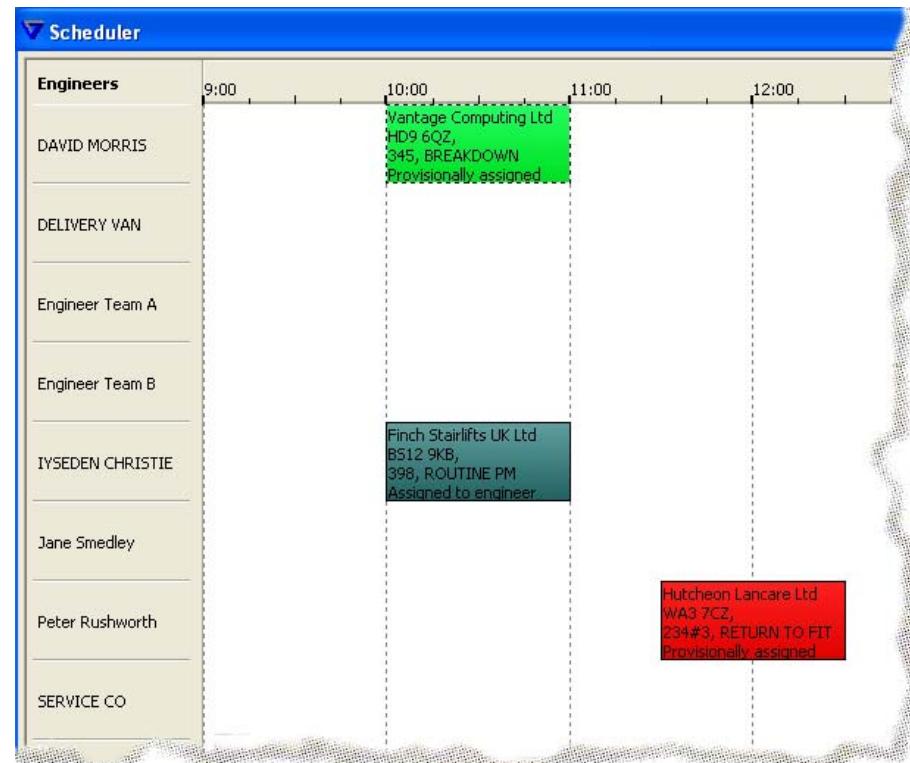
Description	Date	Duration	User	Engineer/location
Waiting to be sent	24/07/2007 12:30	0	Admin	SERVICE CO
Sent to remote user	24/07/2007 12:31	0	[Remote]	SERVICE CO
Received by remote user	24/07/2007 12:34	0	[Remote]	SERVICE CO
Sent to remote user	06/05/2009 15:54	15m	[Remote]	SERVICE CO
Unassigned	06/05/2009 16:09	0	Admin	SERVICE CO
Job unassigned and removed from engineers device	06/05/2009 16:10	2m	[Remote]	SERVICE CO
Assigned to engineer	06/05/2009 16:12	0	Admin	Jane Smedley

To reassign a job to another engineer via the scheduler

1. Open the Scheduler



2. Drag the job to the new engineer



3. Click **Assign** and then right click the job and select **Send to engineer**



4. The next time the Remote Console software does the next scheduled send/receive, a message will be sent to the originally assigned engineer's device advising that they have been unassigned from the job.



5. The job will automatically be removed from their device. The new engineer will receive a message that a new job has arrived.

6. The **Audit** on the job will show the following

View extensions & audit - 345, Vantage Computing Ltd

Description	Date	Duration	User	Engineer/location
Waiting to be sent	24/07/2007 12:30	0	Admin	SERVICE CO
Sent to remote user	24/07/2007 12:31	0	[Remote]	SERVICE CO
Received by remote user	24/07/2007 12:34	0	[Remote]	SERVICE CO
Sent to remote user	06/05/2009 15:54	15m	[Remote]	SERVICE CO
Unassigned	06/05/2009 16:09	0	Admin	SERVICE CO
Job unassigned and removed from engineer's device	06/05/2009 16:10	2m	[Remote]	SERVICE CO
Assigned to engineer	06/05/2009 16:12	0	Admin	Jane Smedley

Removing job if closed in Service Accent

If a job has been closed in Service Accent and the job is still on the engineers device, it needs to removed from the device as any details the engineer adds to this job will overwrite the close details.

To remove a job from a device if closed in Service Accent

1. The job is closed/completed as normal in Service Accent
2. The next time the Remote Console software does the next scheduled send/receive, a message will be sent to the assigned engineers device advising that the job has been closed by the office and will automatically be removed from their device.
3. The following will appear on the device



3. Tap **OK** to acknowledge the message.
4. The **Audit** on the job will show the following

Description	Date	Duration	User	Engineer/location
Job Logged	22/09/2004 13:34	0	Peter	Peter Rushworth
On route	14/02/2007 13:41	0	[Remote]	Peter Rushworth
Sent to remote user	14/02/2007 15:14	0	[Remote]	Peter Rushworth
Received by remote user	14/02/2007 15:14	0	[Remote]	Peter Rushworth
Removed from device	14/02/2007 15:19	0	[Remote]	Peter Rushworth
Assigned to engineer	26/04/2007 10:20	0	Admin	Peter Rushworth
Notified: 07841974314	26/04/2007 10:20	0	Admin	Peter Rushworth
Unassigned	20/07/2007 15:26	0	Admin	Peter Rushworth
Waiting to be sent	20/07/2007 15:26	0	Admin	SERVICE CO
Sent to remote user	20/07/2007 15:26	0	[Remote]	SERVICE CO
Received by remote user	20/07/2007 15:29	0	[Remote]	SERVICE CO
Viewed by remote user	20/07/2007 15:51	0	[Remote]	SERVICE CO
Sent to remote user	06/05/2009 15:54	0	[Remote]	SERVICE CO
Received by remote user	06/05/2009 15:57	26m	[Remote]	SERVICE CO
Job Closed	06/05/2009 16:23	0	Admin	SERVICE CO
Job Closed in SA and removed from engineers device	06/05/2009 16:23	0	Admin	SERVICE CO
	06/05/2009 16:28	0	[Remote]	SERVICE CO

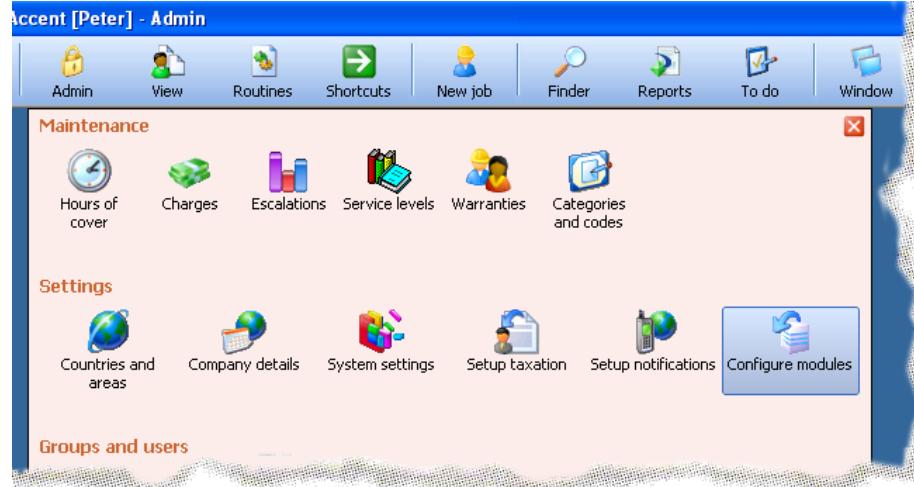


Wireless Settings

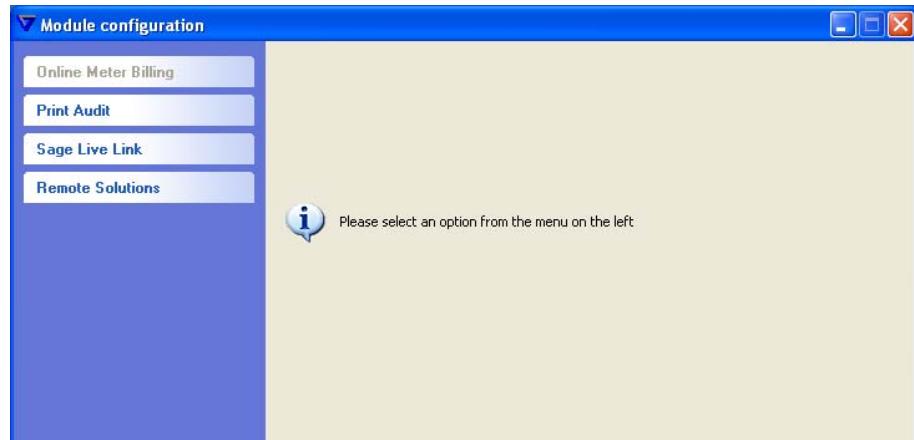
Service Accent Wireless can be configured so that an engineer can or cannot perform certain tasks.

To configure Service Accent Wireless

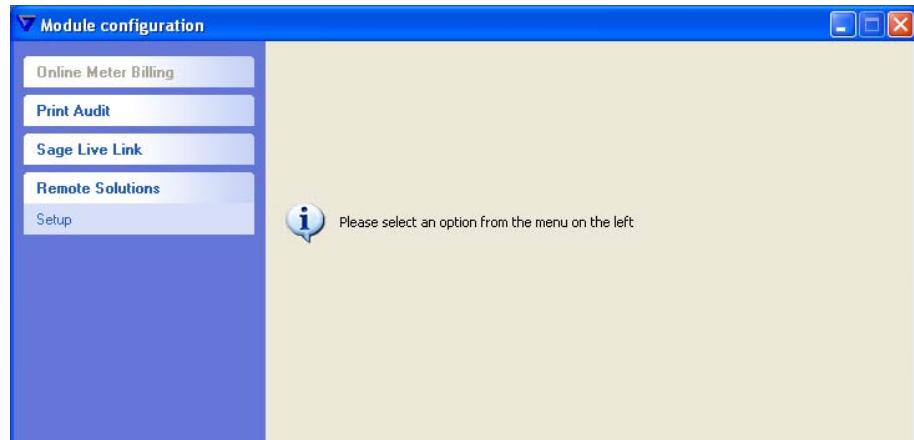
1. Click **Admin** from the Service Accent button bar, under **Settings**, click the **Configure modules** icon.



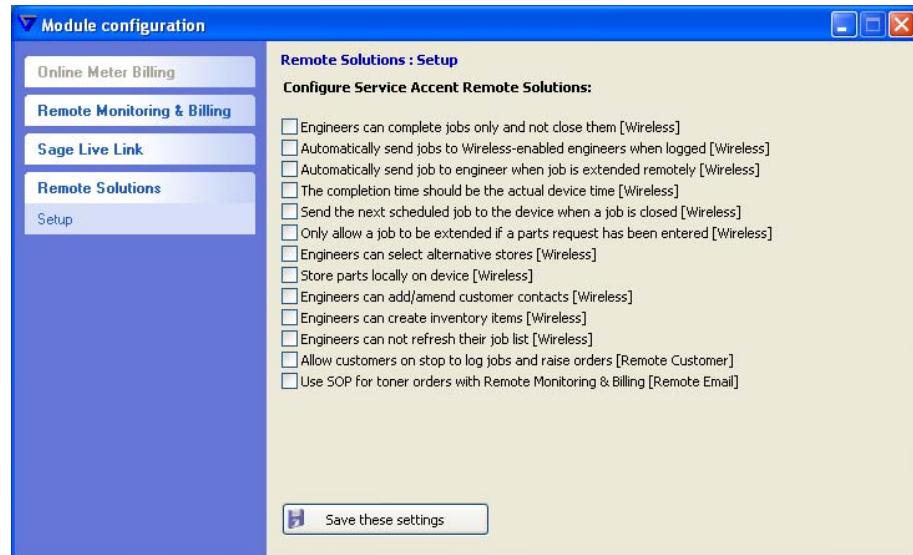
2. The following is displayed;



3. Click on **Remote Solutions** and the following is displayed;



4. Click on **Setup**, the following is displayed;



Only the options suffixed with **[Wireless]** are applicable to Service Accent Wireless.

An explanation of the various settings are covered below

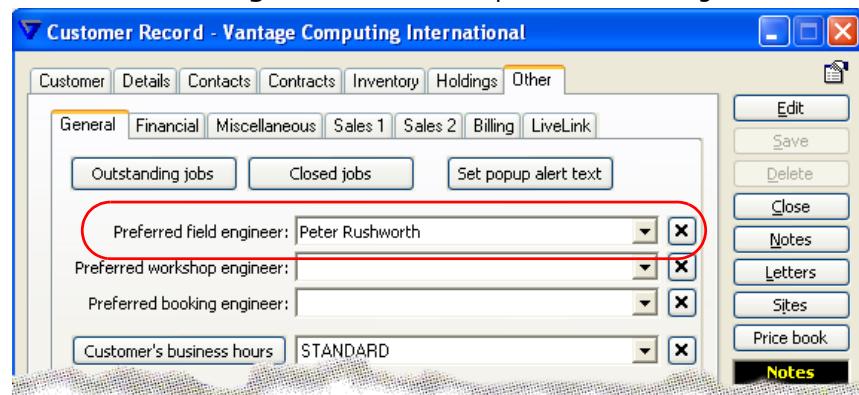
- **Engineers can complete jobs only and not close them**

Enable this option so that when an engineer completes a job, it does not close the job in Service Accent. This means that the job will remain open. All the times, parts, signatures will be on the job. This is useful if the times and parts need to be checked before closing the job. The job will then have to be manually closed in Service Accent.

- **Automatically send jobs to wireless-enabled engineers when logged**

Enable this option to automatically send new jobs, that are fully assigned, to the engineers device as soon as they log in.

For the automatic sending of jobs to function, there needs to be a preferred engineer setup against the customer. To set this, open the customer record and then click on the **Other** tab and select the **Preferred field engineer** from the drop-down list of engineers.



When a new job is logged, this **Preferred field engineer** from the customer record is assigned to the job and Service Accent automatically sends the job to this engineer's PDA device.



- **Automatically send job to engineer when job is extended remotely**

Enable this option so that when an engineer extends a job to another engineer, the job will be automatically sent to the new engineer.

- **The completion time should be the actual device time**

Enable this option so that the completion time on the job is the actually time that the **Close job** button is tapped. This is useful if your call out charge is from the time you left the office to the time you arrive back at the office. The job details would be completed on site, but the engineer would not tap the **Close job** button until the engineer arrived back in the office.

- **Send the next scheduled job to the device when a job is closed**

Enable this option so that when an engineer completes a job, the next scheduled job (within the next 7 days) for that engineer is automatically sent. The next job needs to have been scheduled for a specific time and date using the visual scheduler.

- **Only allow a job to be extended if a parts request has been entered**

Enable this option so that an engineer cannot extend a job unless a parts request has been entered via the Parts screen.

- **Engineer can select alternative stores**

Enable this option so that an engineer can select an alternative store when using parts. The engineer can select Main, Engineer or Customer stores. If not set, all parts will be used from the engineers car stock.

- **Store parts locally on device**

This option is not available with this version of Service Accent Wireless. Version 7.4 is required.

- **Engineers can add/amend customer contacts**

Enable this option to allow the engineers to add or amend customer contacts.

- **Engineers can create inventory items**

This option is not available with this version of Service Accent Wireless. Version 7.4 is required.

- **Engineers can not refresh their jobs list**

This option is not available with this version of Service Accent Wireless. Version 7.4 is required.

- **Allow customers on stop to log jobs and raise orders**

This option is only applicable to the Service Accent Remote Customer module.

- **Use SOP for toner orders with Remote Monitoring & Billing**

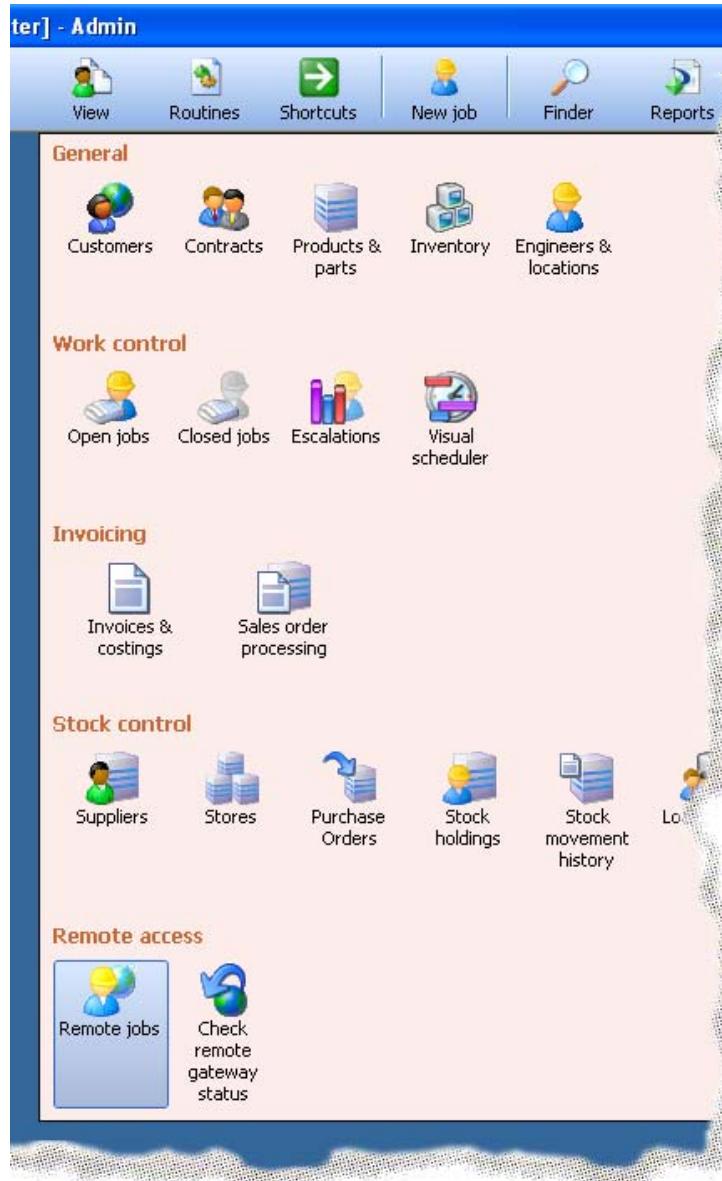
This option is only applicable to the Service Accent Remote Monitoring & Billing module.

Checking the status of remote jobs

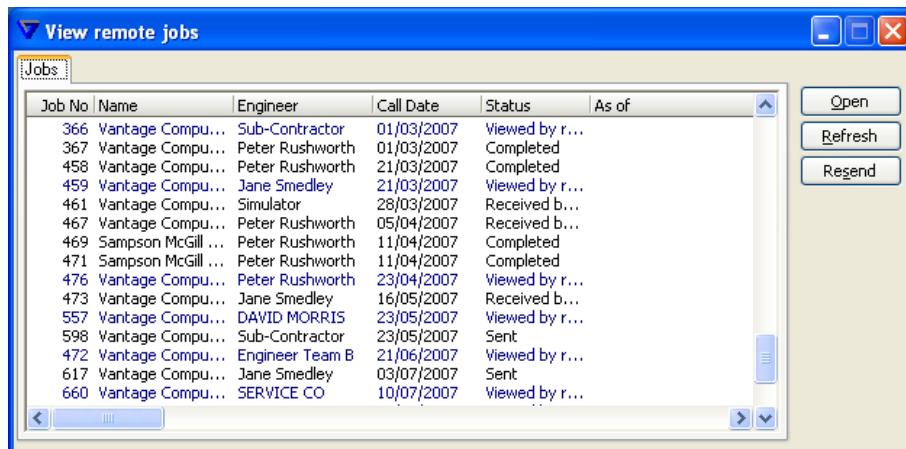
You can check the status of all jobs sent to any engineers PDA devices via an option in Service Accent.

To check the status of remote jobs

1. Click **View** from the Service Accent button bar, under **Remote access**, click the **Remote jobs** icon.



2. Click **Remote jobs** and the following is displayed;



3. This screen will show the status of all the remote jobs.
4. There are several different **Status** messages and these are as follows;
 - **Not Sent** - The job has not yet been sent.
 - **Waiting to be sent** - The job is queued by the Service Accent Wireless server to be sent to the mobile device.
 - **Sent** - The job has been sent by the Service Accent Wireless Server to the engineers mobile device, but has not yet been received by the device.
 - **Communications error** - The Service Accent Wireless server was unable to send the job because there was a communications error. This could be due to a problem on the network or a problem.
 - **Viewed** - The engineer has viewed the job on the mobile device.
 - **Queued by the gateway** - The remote console software has queued the job to be sent to the device.
 - **Received by remote user** - The engineers mobile device has received the job, but no action has yet been taken by the engineer.
 - **Completed** - The engineer has completed the job and sent the completion details back to Service Accent.
 - **Removed from device** - The engineer has manually removed the job from their mobile device.
5. To open a job, highlight the job and click **Open**, Right click on a job and click **Open** or double click the selected job.
6. Click **Refresh** to refresh the information shown.
7. If the job needs to be resent to the engineer, highlight the job and click **Resend**.

Check remote gateway status

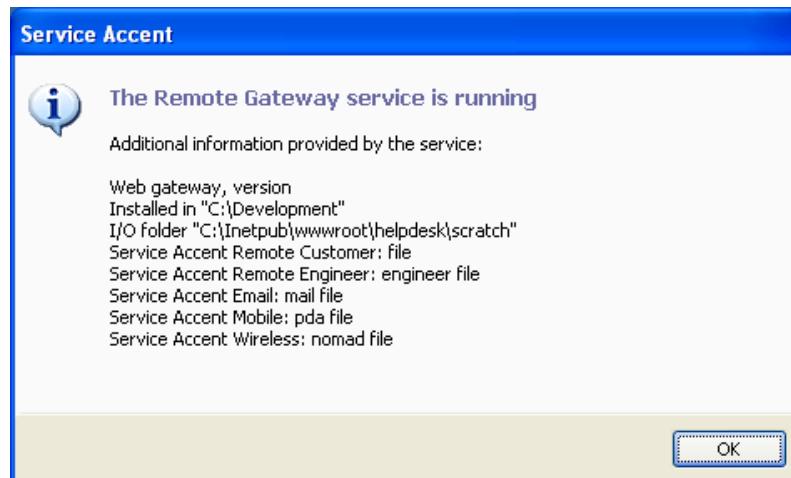
This option allows you to check if the remote gateway software is running. Also the versions and type of remote gateway software are displayed.

To check the status of the remote gateway

1. Click **View** from the Service Accent button bar, under **Remote access**, click the **Check remote gateway status** icon.



1. Click **Check remote gateway status** and the following is displayed;



2. A summary screen will then be displayed to show the current status of the remote gateway software.
3. Click **OK** to close the status box.

Setting engineer permissions

Settings can be enabled/disabled which allow the engineer to perform certain tasks.

These settings are set on an engineer by engineer basis.

To set engineer permissions

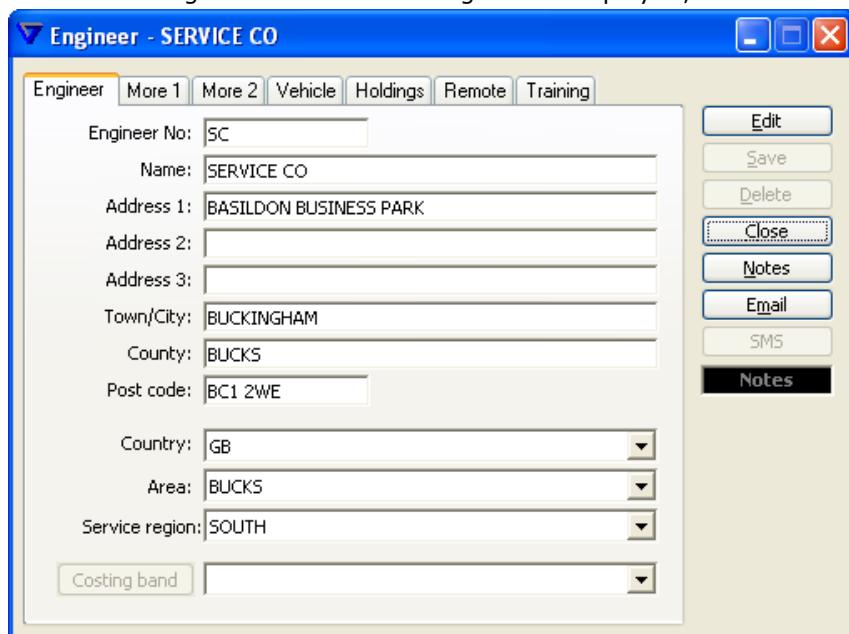
1. Click **View** from the Service Accent button bar, under **General**, click the **Engineer & locations** icon.



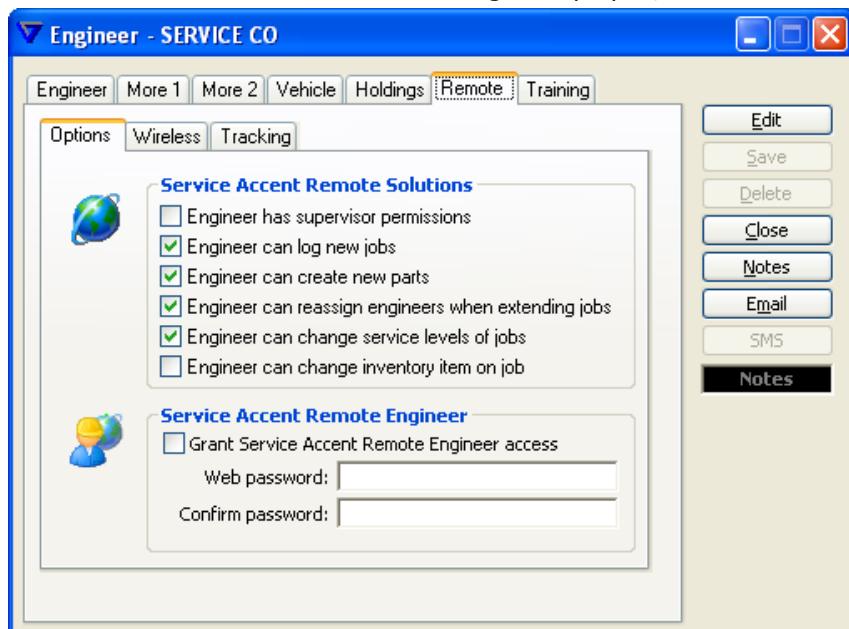
2. The following is displayed;



3. Select the engineer and the following will be displayed;

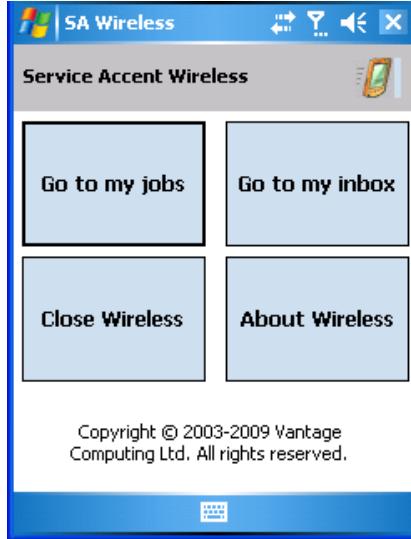


4. Click the **Remote** tab and the following is displayed;





5. Click **Edit**.
6. In the **Service Accent Remote Solutions** area, the following settings can be either enabled or disabled:-
 - **Engineer has supervisor permissions** - if this is enabled, another screen will appear in Service Accent Wireless which will allow the engineer to view all outstanding and assigned jobs for all engineers, issue jobs to engineers and monitor engineer progress. The default is disabled.
 - **Engineer can log new calls** - if this is enabled, the engineer can create new service calls. The default is disabled.
 - **Engineer can create new parts** - if this is enabled, the engineer can create a new part via the parts screen. This option is useful, if your engineer needs to purchase parts to complete the call and this part is not in your Service Accent database. The default is disabled.
 - **Engineer can reassign engineers when extending jobs** - if this is enabled, the engineer can select another engineer to be provisionally assigned against the extended job. The default is disabled.
 - **Engineer can change service levels of jobs** - if this is enabled, the engineer can change the service level for the call. The default is disabled.
 - **Engineer can change inventory item on job** - if this is enabled, the engineer can change the inventory item on a job. This will update the job in Service Accent and on the device. Service Accent Build 205 is required for this and version 7.4 of Service Accent Wireless.
7. The engineer can view their settings by tapping **About Wireless** from the main Service Accent Wireless welcome screen.



8. and then tapping the **Settings** tab.



9. and the following is displayed



10. Tap the **Close** button to return to the main Welcome screen.



Service Accent Wireless

Make sure that the device is connected to your mobile phone service provider's network.

When the device is switched on, a screen similar to the following will be displayed;



1. Tap **Start** or the icon and the following is displayed;



2. Tap **Service Accent Wireless**.

The program **Nomadic Client** needs to be running in order for Service Accent Wireless to run. When the **Nomadic Client** is installed, it is set to autostart when the device is switched on. If the **Nomadic Client** is not running, tap **Start** and then **Nomadic Client**.



If **Service Accent Wireless** is not shown in the start menu. You will need to tap on **Start, Programs** and within this screen there will be the **Service Accent Wireless** icon. Please refer to your PDA device user manual for details on placing the **Service Accent Wireless** shortcut on the start menu.

3. The **Starting Service Accent Wireless** startup screen will be displayed.



4. The Service Accent Wireless welcome screen will be displayed;



The options available from this screen are as follows:

- **Go to my jobs** - shows all the jobs assigned to this engineer (see page 43 for further details).
- **Go to my inbox** - allows the engineer to send and receive messages (see page 160 for further details).



The ability to send and receive messages will only function with Service Accent version 4.6 build 198 or greater.

- **About Wireless** - shows version details of Service Accent Wireless and personal engineer system settings (see page 153 for further details).
- **Close Wireless** - closes the Service Accent Wireless application (see page 189 for further details).



Go to my jobs

Select **Go to my jobs** option from the Service Accent Wireless welcome screen to show all jobs assigned to this engineer.



The Service Accent Wireless server has been previously configured to link this PDA device with a certain engineer. So the only jobs displayed are the jobs currently assigned to the engineer linked to this PDA device. It is impossible for the engineer linked to this PDA device to view jobs assigned to other engineers.

To go to my jobs

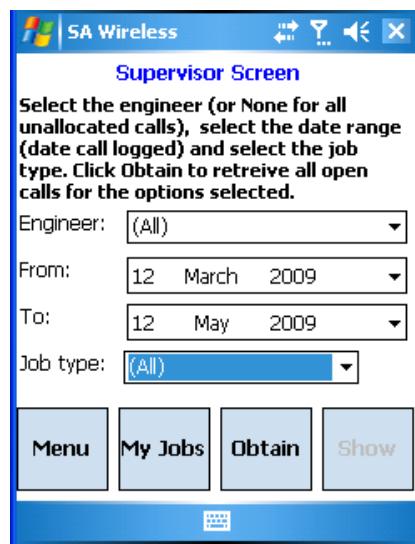
1. Tap **Go to my jobs** from the Service Accent Wireless welcome screen
2. If the engineer has been assigned **supervisor privileges**, the supervisor screen will be displayed as below, otherwise please proceed to Go to my jobs on page 48.

Supervisor

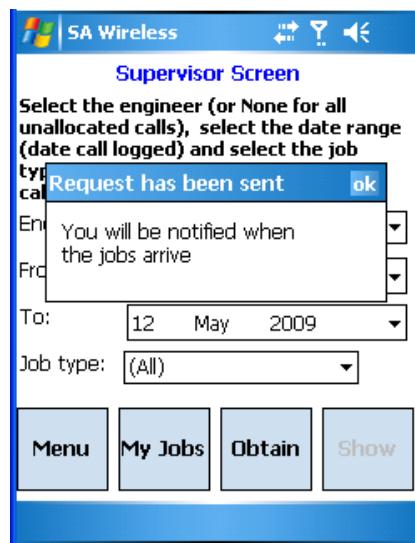
The Supervisor screen is used to view all wireless enabled engineer assignments, unallocated jobs and the ability to unassign and reassign engineers to jobs.



1. Tap the **Menu** button to return to the Welcome screen.
2. Tap the **My Jobs** button to display your jobs, please refer to Go to my jobs on page 48.
3. From the **Engineer** drop-down list, select the engineer to view allocated jobs. If **None** is selected only unallocated calls will be shown and if **All** is selected, all jobs (unallocated and allocated) will be shown.
4. From the **From** and **To** drop-down lists, select the date range for the calls (this is the date the call was logged).
5. From the **Job type** drop-down list, select the job type required or **All** for all job types.
6. An example of a completed screen is shown below



7. Tap the **Obtain** button

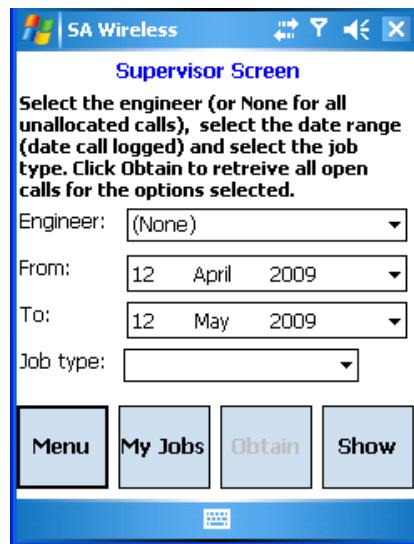


8. Tap **Ok** to acknowledge the message, and the main Welcome screen will be displayed.
9. When the jobs selected arrive on the device, a message will be displayed to show this.

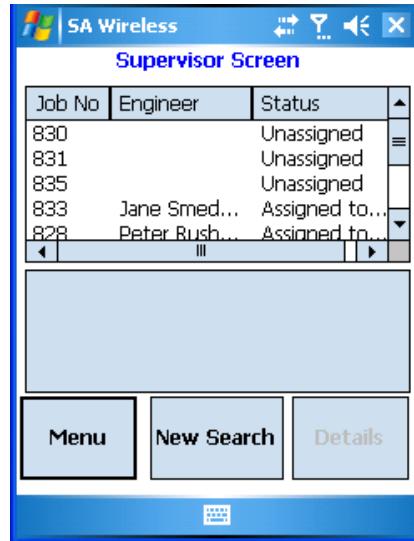




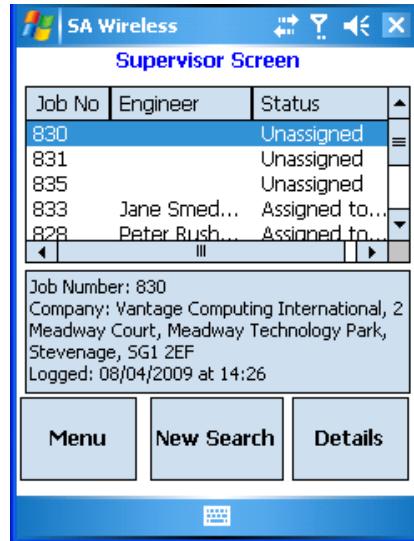
10. Tap **Ok** to acknowledge this message and then tap the **Go to my jobs** button



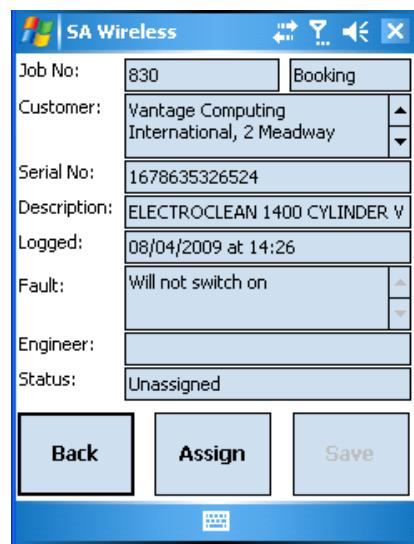
11. The **Show** button is enabled, tap this button to view the results and the following is displayed



12. Highlight a job to view

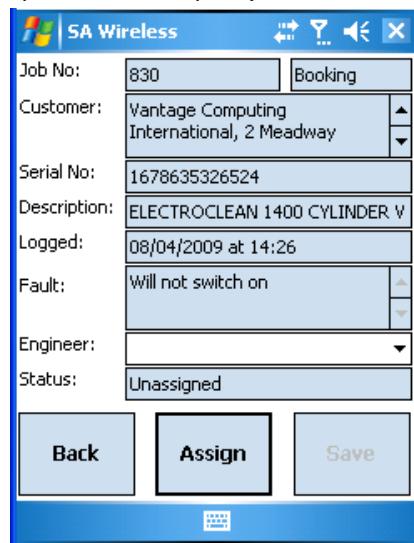


13. Tap the **Details** button



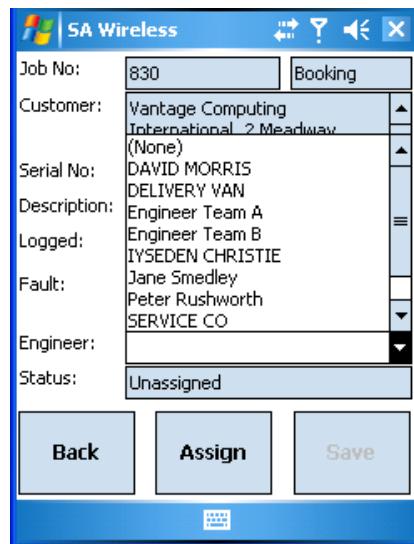
This screenshot shows the 'SA Wireless' software interface for job management. The 'Job No.' field is set to '830' and the 'Status' field is 'Unassigned'. The 'Customer' field shows 'Vantage Computing International, 2 Meadoway'. The 'Description' field is 'ELECTROCLEAN 1400 CYLINDER V'. The 'Logged' field shows the date and time '08/04/2009 at 14:26'. The 'Fault' field is 'Will not switch on'. The 'Engineer' field is empty. The 'Back', 'Assign', and 'Save' buttons are visible at the bottom.

14. This job is not assigned to an engineer, so it needs to be assigned. Tap the **Assign** button (if the job is already been assigned to an engineer, the button will say **UnAssign**, tap this button to unassign the engineer from the job and proceed to step 15).



This screenshot shows the 'SA Wireless' software interface for job management. The 'Job No.' field is set to '830' and the 'Status' field is 'Unassigned'. The 'Customer' field shows 'Vantage Computing International, 2 Meadoway'. The 'Description' field is 'ELECTROCLEAN 1400 CYLINDER V'. The 'Logged' field shows the date and time '08/04/2009 at 14:26'. The 'Fault' field is 'Will not switch on'. The 'Engineer' field is empty. The 'Back', 'Assign', and 'Save' buttons are visible at the bottom.

15. From the **Engineer** drop-down list, select the engineer the job is to be assign to



This screenshot shows the 'SA Wireless' software interface for job management. The 'Job No.' field is set to '830' and the 'Status' field is 'Unassigned'. The 'Customer' field shows 'Vantage Computing International, 2 Meadoway (None)'. The 'Description' field is 'Engineer Team A'. The 'Logged' field shows the date and time '08/04/2009 at 14:26'. The 'Fault' field is 'Jane Smedley Peter Rushworth SERVICE CO'. The 'Engineer' field is empty. The 'Back', 'Assign', and 'Save' buttons are visible at the bottom.



16. The screen is redisplayed as follows

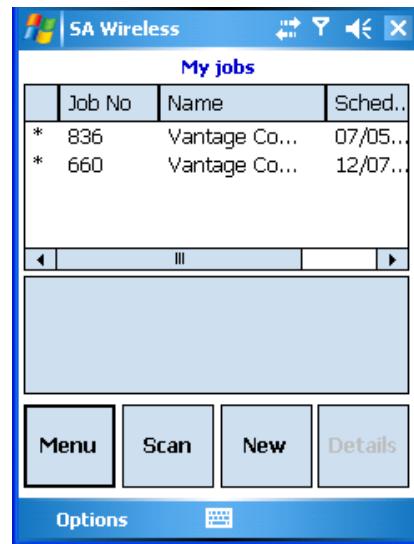
17. Tap the **Save** button to assign/unassign this job.

18. If the newly assigned engineer is wireless enabled, the job will be automatically sent to their device or if they are unassigned from the job, the job will be removed from their device. Tap **Ok** to acknowledge the message. The supervisor screen will be redisplayed.

19. Tap the **Menu** button to return to the Welcome screen.

Go to my jobs

1. The following is displayed;



There are several options available from the **My jobs** screen and associated screens and these are as follows;

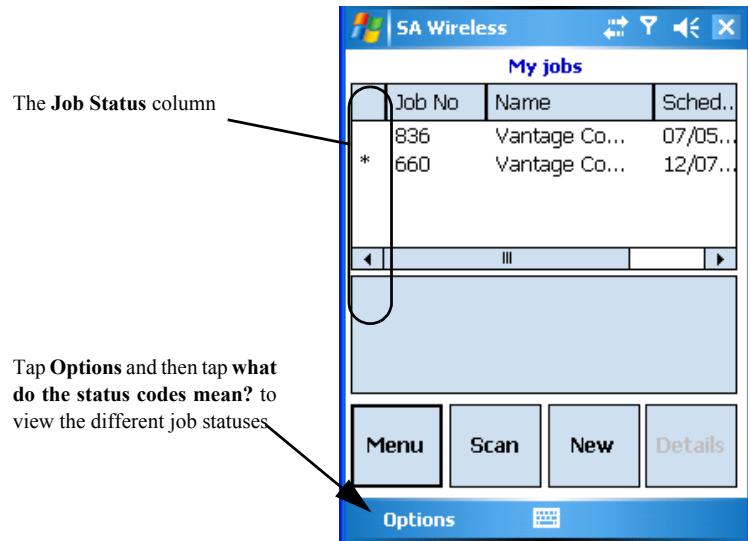
- View the status codes definitions (see page 49)
- View an existing job (see page 50)
- Edit the item details (see page 51)
- Update the job status (see page 72)
- View job history (see page 72)
- Parts used on a job (see page 77)
- Complete/Extend an outstanding job (see page 75)
- Log a new job (see page 149)
- Scanning - subject to permissions (see page 160)
- Service Accent Wireless options (see page 180)

Each of these options are explained on the following pages.

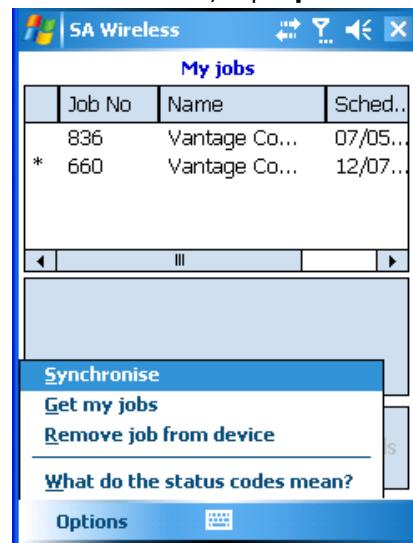


View the status definitions

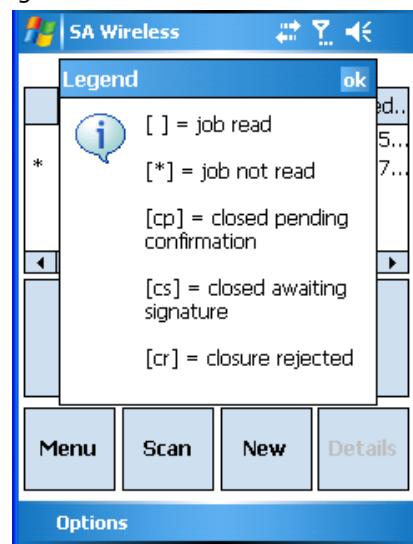
The **My jobs** screen shows all the outstanding jobs for the current engineer and each of these jobs can have one of four statuses.



1. To view the job status definitions, tap **Options**



2. Tap **What do the status codes mean?** and an information box will be displayed showing the different statuses.



3. Tap **OK** to close the information box.

The current statuses are:-

- **Blank** - the job has been viewed
- * - the job has not yet been viewed
- **cp** - the job is closed but pending. This means that the engineer has completed the job details, but the job has not yet been closed by Service Accent.
- **cs** - the job is closed but there are other jobs that are marked for a signature. Once all jobs marked for one signature are completed, they will be sent back to Service Accent
- **cr** - the job is closed but rejected. This means that the engineer has completed the job details and sent the job back to Service Accent, but for some reason (invalid parts or times for example), the job has been rejected.

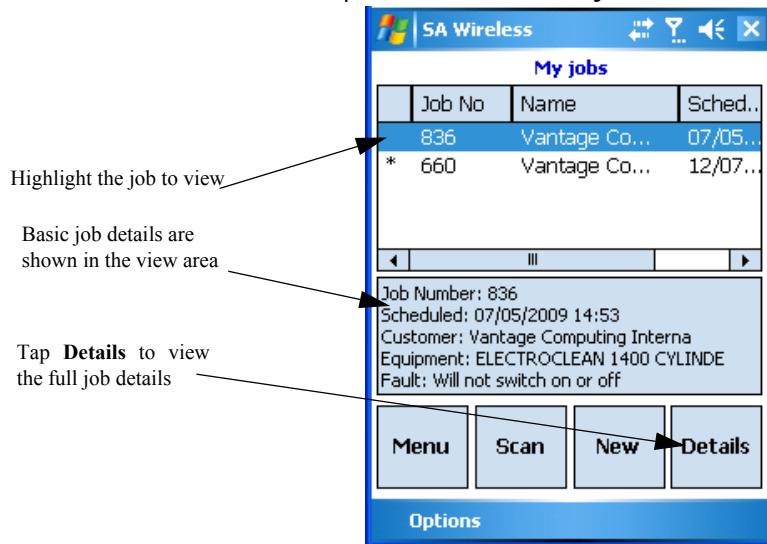
View an existing job

The **My jobs** screen shows basic information on the call, such as status, job number, customer name and the scheduled date. To see more basic information, highlight the job and further information is shown in the view area.

To see full details on the job, the job has to be opened.

To view an existing job

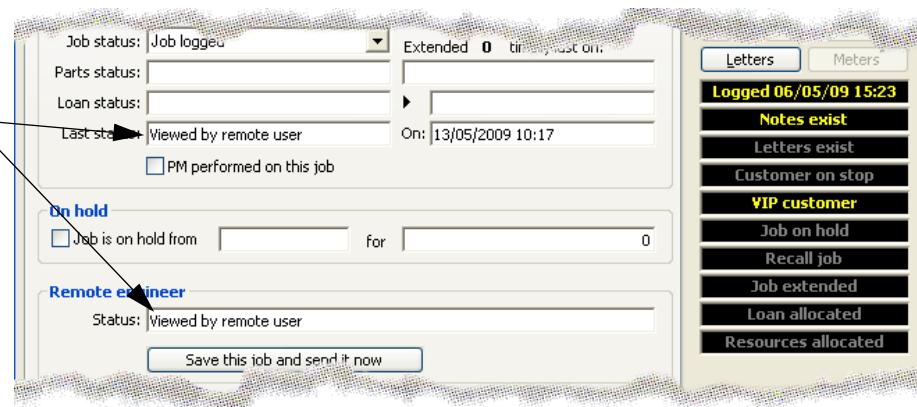
1. Highlight the required job, by tapping once. Basic job information is shown in the view area. Tap **Details** to see full job details.



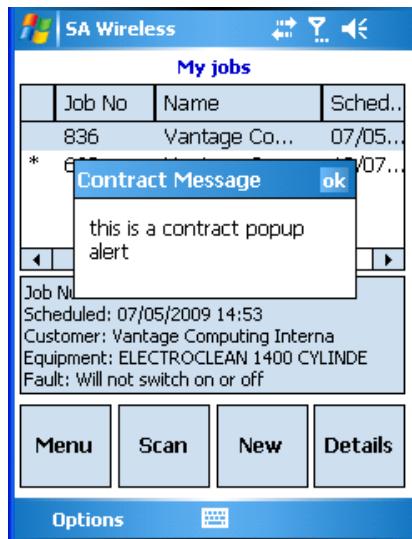
2. If the job to be viewed has a status of **CP** (closed pending) it cannot be viewed or edited as Service Accent Wireless has or is in the process of transmitting the closed job information back to the main Service Accent database.
3. When a job is viewed by an engineer, the job status within Service Accent is automatically changed to reflect that the job has been viewed.



Status now changed to **Viewed by remote user** as the engineer has viewed the job on their PDA.



4. If any **Customer**, **Inventory** or **Contract** popup alerts have been setup in Service Accent, they will be displayed on the screen before the job details are shown. An example of a **Contract** popup alert is shown below



5. Tap **ok** to acknowledge the message. The popup alters will be shown each time that the job details are viewed.
6. The following job details screen will be shown;



7. The following information is shown on this screen.
8. Tap the **My jobs** button to return to the **My Jobs** screen.

- The top of the screen displays the **Job Number, Customer name, contact, phone number** and the date and time the job is **scheduled** for.
- If the device is running Windows Mobile 5 or greater and there is a valid telephone number, you can call the customer from this screen by tapping the red **Call** button.
- The **Equipment details** area shows the **model description**, the physical **location** of the equipment, the **serial number**, the **asset number** and if a metered item and you have the optional Meter billing module, the **last reading**.
- The **Fault details** area shows the **fault code** and description and the **fault text**.

Multiple jobs, one signature

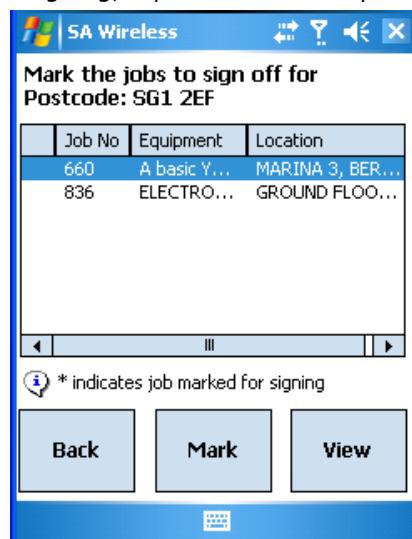
If there are several jobs, on the device, with the same postcode you can mark these jobs to have one signature. This means that each job can be completed but the engineer will only need to collect one signature, instead of a signature for each individual job. If there are no jobs with the same postcode, the **Multiple** button will not be available.

To allow multiple jobs to have one signature, tap the **Multiple** button.

1. The following is displayed;

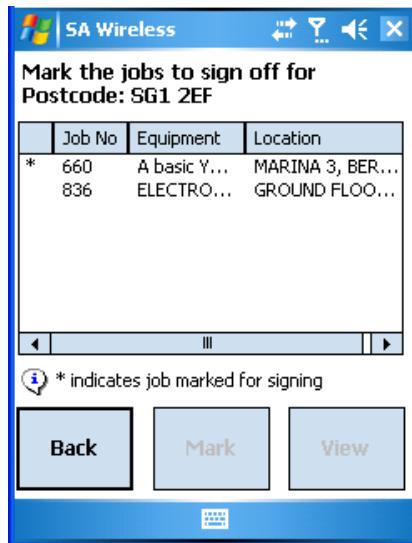


2. To mark a job for signing, tap once on the required job





3. Then tap the **Mark** button



4. The screen is redisplayed and the job is marked with an asterisk. If the job is not be marked for one signature, repeat steps 2 and 3 and the asterisk is removed.

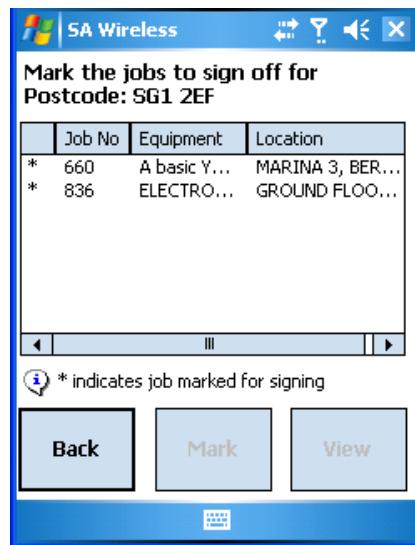
5. To view the job details, tap the job to view



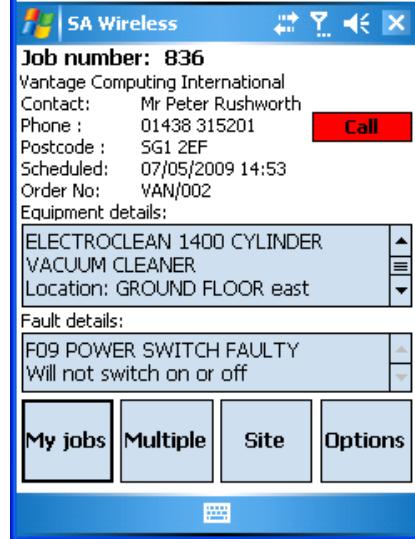
6. Then tap the **View** button



7. Tap the **back** button to return to the previous screen.



8. In the example above, jobs 660 and 836 have been marked for one signature. So for example, if job number 835 is completed (and 660 is not yet completed), the signature screen will not be displayed for job 835 and a message will be displayed to indicate that there is still one outstanding and that this one must be completed before the signature can be taken. When job number 660 is completed, the signature screen will be shown and the signature taken will be used for both jobs.
9. Tap the **Back** button to return to the job details screen.





Show the site details

To display the full address of the customer, tap the **Site** button.

1. The following is displayed;



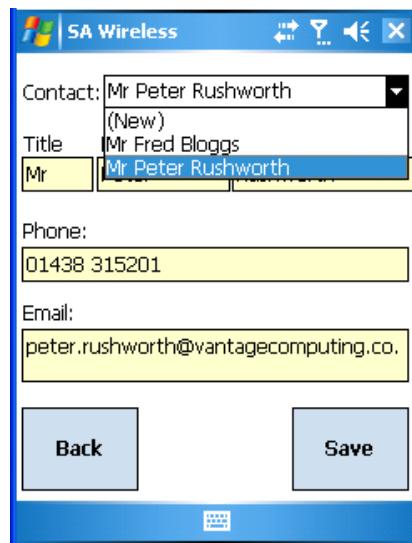
2. The full address of the customer is shown, along with the job contact name, telephone number and email address.
3. To amend or add contacts, tap the **Amend/Add Contacts** button.



This button is disabled by default. To enable the ability to amend or add job contacts, please enable the setting as outlined on page 33.



4. The current contact for the job is shown. To amend details for this contact, tap the required box (Title, Forename, Surname, phone or email) and enter the correct details and then tap the **Save** button. The contact on the job will be updated as well as the contact details in the customer record.
5. To amend another contact or to create a new contact, tap the **Contact** drop-down list and the following is displayed;



6. Select **(New)** to create a new contact and complete the details or select an alternative contact and amend the details as required.
7. Tap the **Save** button to save the changes/addition.
8. Tap the **Back** button to return to the site details screen.



9. To view a map of the location, tap the **Show Map** button.
10. Tap **Back** to return to the job details screen.

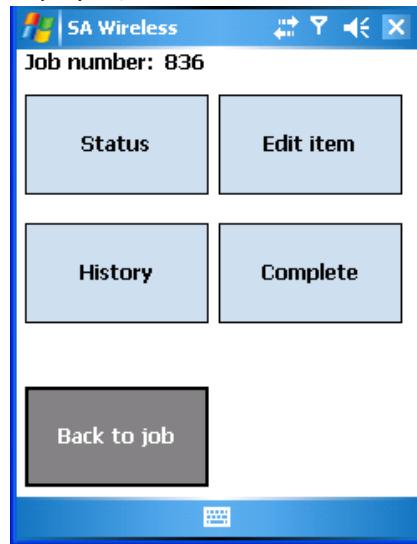




Options

Tap the **Options** button to show the options available for the job

1. The following is displayed;



There are four options available from this screen and they are explained on the following pages.

- **Status** - allows the engineer to set the current job status (On route, On site, Started work, Fixed the problem, put the job on hold or take the job off hold). See Update the job status on page 58 for further details.
- **Edit item** - allows the engineer to change certain details of the machine, such as serial number, asset number and machine location. See Edit the item details on page 69 for further details.
- **History** - allows the engineer to be to view previous jobs that have been completed for that customer/equipment. See Viewing job history on page 72 for further details.
- **Complete** - allows the engineer to add parts, complete tasks, extend or complete the call. See Completing a job on page 75 for further details.

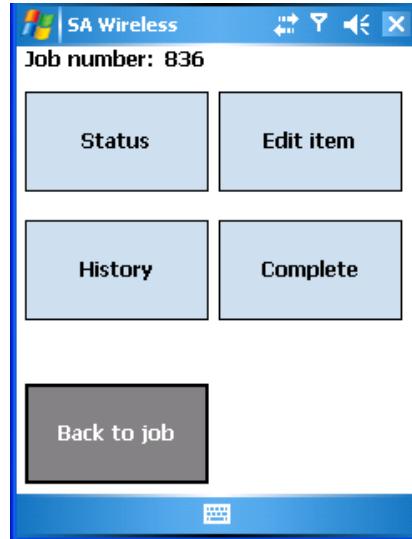
To return to the job details screen, tap the **Back to job** button.

Update the job status

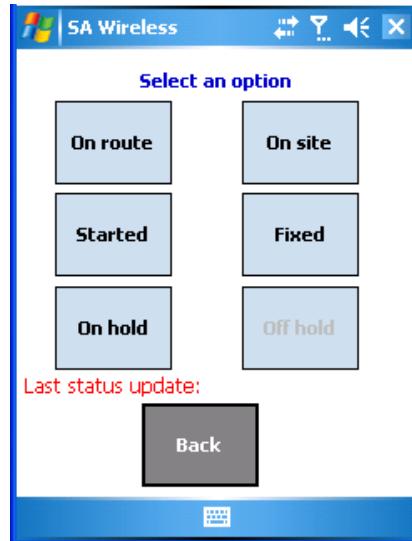
The engineer can update the status of the job to indicate whether they are on route to customer, on site, started work, fixed the problem, put the job on hold or take the job off hold.

To change the job status

1. From the **Options** screen;



2. Tap the **Status** button and the following is displayed;



3. The following statuses can be set;

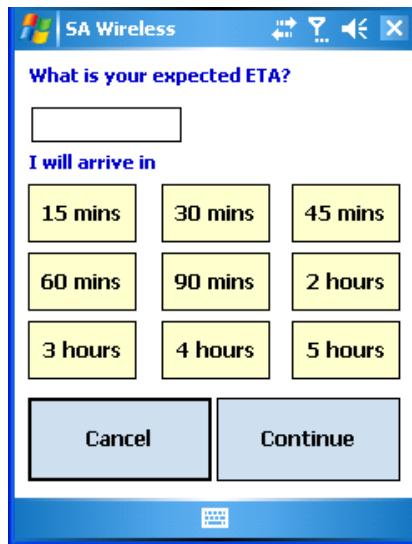
- To set **On route to customer**, see page 59.
- To set **On site** status, see page 60.
- To set the **Started work** status, see page 62.
- To set the **Fix achieved** status, see page 64.
- To **Put the job on hold**, see page 66.
- To **Take the job off hold**, see page 68

After a status has been set, the **Last status update:** is updated to show the last status carried out.



To set the on route to customer status

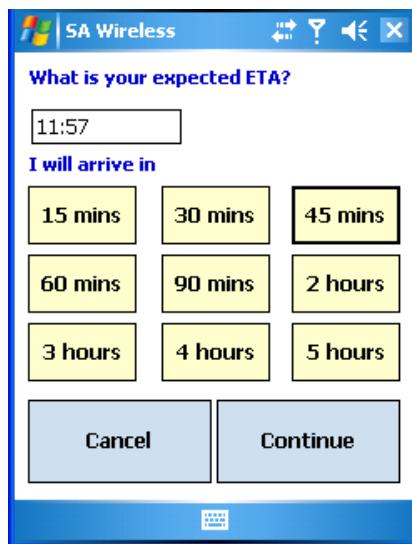
1. Tap **On route** and the following is displayed;



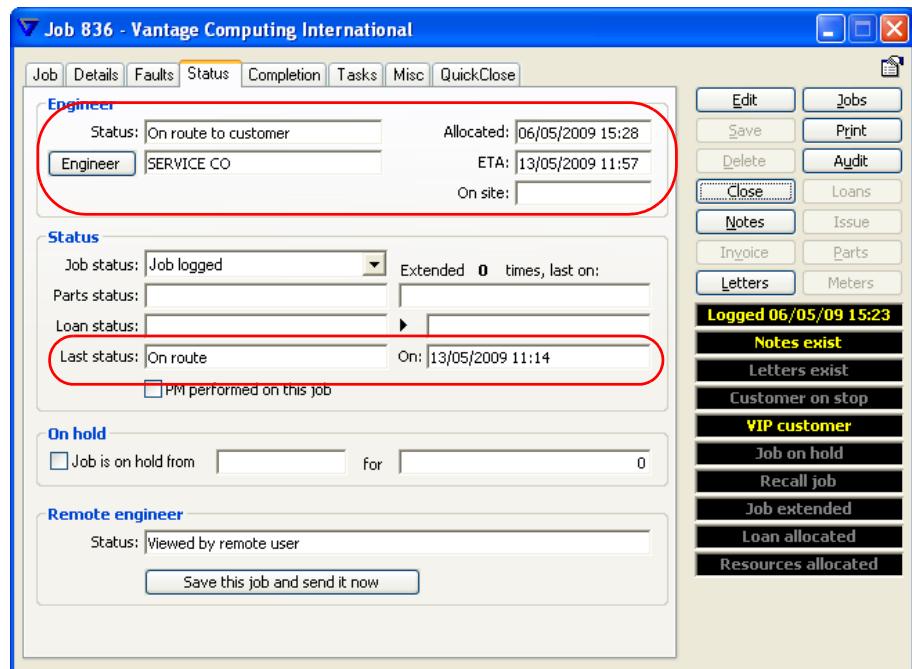
2. In the **What is your expected ETA** box, enter the time you expect to arrive at the customers premises, in the format hh:mm or tap one of the 9 buttons to indicate that you will arrive in that amount of minutes/hours. The button tapped will add that time to the system time.

For example, the current system time is 11:12, tap **45 mins** to indicate that you will arrive on site in 45 minutes (11:57). The **ETA** time is shown in the **What is your expected ETA** box.

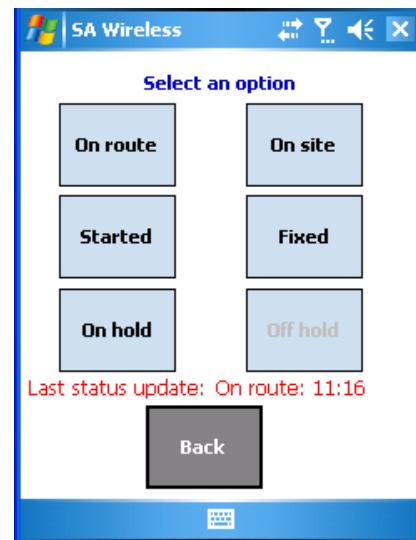
The engineer can return to this screen at any time before arriving on site, to update their **ETA** time.



3. Tap **Cancel** to return to the job details screen without updating the ETA time.
4. Tap **Continue** to update the job with the ETA time. Service Accent Wireless will then transmit this information and update the status of the job in the Service Accent database.



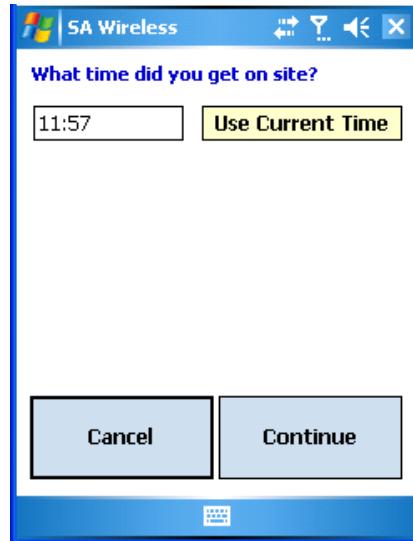
5. The **Options** screen is redisplayed and the **Last status update** is updated to show that the last action was to set the on route and the time this status was set.



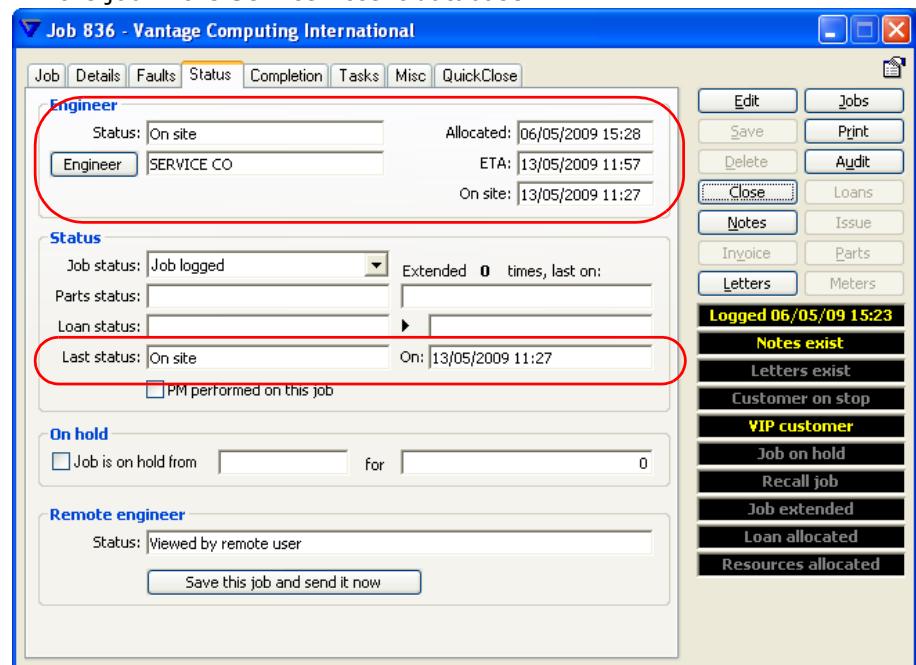


To set the On site status

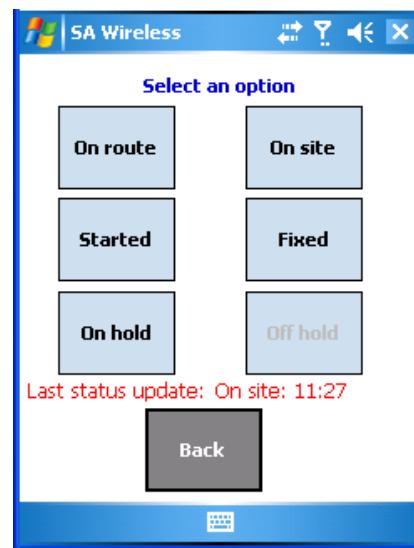
1. Tap **On site** and the following screen is displayed;



2. In the **What time did you get on site?** box, your ETA time will be automatically shown (if entered previously), accept this or enter the correct time you arrived at the customers premises, in the format hh:mm, or tap **Use Current Time** to insert the current PDA system time.
3. Tap **Cancel** to return to the job details screen without updating the On site time.
4. Tap **Continue** to update the job with the On site time. Service Accent Wireless will then transmit this information and update the status of the job in the Service Accent database.

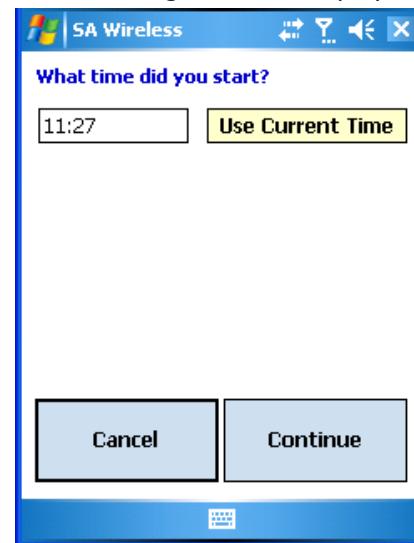


5. The **Options** screen is redisplayed and the **Last status update** is updated to show that the last action was to set the on site and the time this status was set.



To set the started work status

1. Tap **Started** and the following screen is displayed;



2. In the **What time did you start?** box, your arrival time will be automatically shown (if entered previously), accept this or enter the correct time you started work, in the format hh:mm, or tap **Use Current Time** to insert the current PDA system time.

3. Tap **Cancel** to return to the job details screen without updating the Started work time.

4. Tap **Continue** to update the job with the Started work time.



Job 836 - Vantage Computing International

Job	Details	Faults	Status	Completion	Tasks	Misc	QuickClose
Engineer Status: On site Allocated: 06/05/2009 15:28 <input checked="" type="checkbox"/> Engineer ETA: 13/05/2009 11:57 <input type="checkbox"/> SERVICE CO On site: 13/05/2009 11:27							
Status Job status: Job logged Extended 0 times, last on: Parts status: Loan status: Last status: Started On: 13/05/2009 11:31							
On hold <input type="checkbox"/> Job is on hold from [] for [] 0							
Remote engineer Status: Viewed by remote user							
<input type="button" value="Save this job and send it now"/>							

Buttons on the right:

- Edit, Save, Delete, Close, Notes, Logged 06/05/09 15:23, Notes exist, Letters exist, Customer on stop, VIP customer, Job on hold, Recall job, Job extended, Loan allocated, Resources allocated
- Jobs, Print, Audit, Loans, Issue, Invoice, Parts, Letters, Meters

5. Also the **Job has been responded to** and **Started** time are populated with this time.

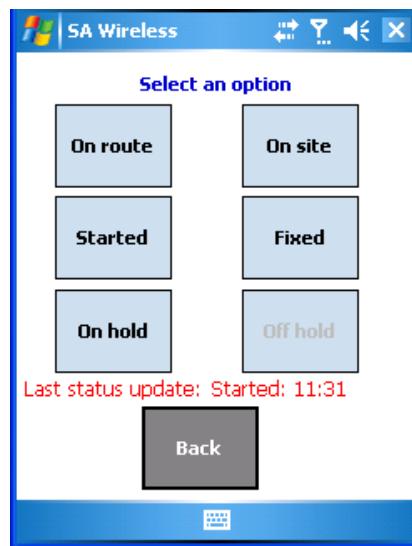
Job 836 - Vantage Computing International

Job	Details	Faults	Status	Completion	Tasks	Misc	QuickClose
<input checked="" type="checkbox"/> Job has been responded to Responded: 13/05/2009 11:27 in 38h 34m Comments: [] <input type="checkbox"/> Missed: []							
<input type="checkbox"/> Job has been fixed Fixed: [] in [] Comments: [] <input type="checkbox"/> Missed: []							
<input checked="" type="checkbox"/> Job has been completed Started: 13/05/2009 11:31 Held: 0 Completed: [] in [] Downtime: 0 Out-of-hours time: [] Mileage: 0 Total time: 0 Vouchers used: 0 Travel hours: 0 Out-of-hours travel: 0							
<input type="button" value="Next job notes"/> <input type="button" value="Close this job"/> <input type="button" value="Extend this job"/>							

Buttons on the right:

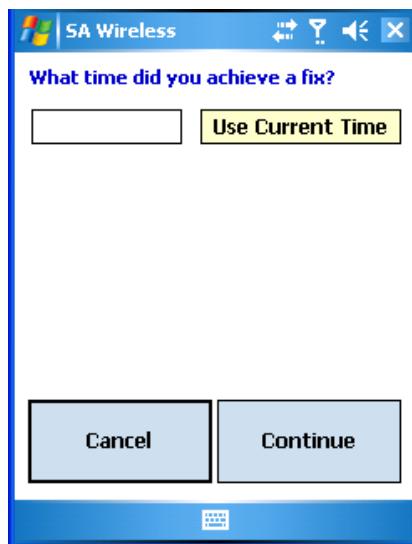
- Edit, Save, Delete, Close, Notes, Logged 06/05/09 15:23, Notes exist, Letters exist, Customer on stop, VIP customer, Job on hold, Recall job, Job extended, Loan allocated, Resources allocated
- Jobs, Print, Audit, Loans, Issue, Invoice, Parts, Letters, Meters

6. The **Options** screen is redisplayed and the **Last status update** is updated to show that the last action was to set Started and the time this status was set.



To set the fixed achieved status

1. Tap **Fix** and the following screen is displayed;



2. In the **What time did you achieve a fix?** box, enter the time you fixed the fault, in the format hh:mm, or tap **Use Current Time** to insert the current PDA system time.
3. Tap **Cancel** to return to the job details screen without updating the fix achieve time.
4. Tap **Continue** to update the job with the fix achieve time.



Job 836 - Vantage Computing International

Job	Details	Faults	Status	Completion	Tasks	Misc	QuickClose
Engineer Status: On site Allocated: 06/05/2009 15:28 Engineer: SERVICE CO ETA: 13/05/2009 11:57 On site: 13/05/2009 11:27							
Status Job status: Job logged Extended 0 times, last on: Parts status: Loan status: Last status: Job fixed On: 13/05/2009 11:36 <input type="checkbox"/> PM performed on this job							
On hold <input type="checkbox"/> Job is on hold from: for: 0							
Remote engineer Status: Viewed by remote user <input type="button" value="Save this job and send it now"/>							

Buttons on the right:

- Edit, Save, Delete, Close, Notes, Logged 06/05/09 15:23, Notes exist, Letters
- Jobs, Print, Audit, Loans, Issue, Invoice, Parts, Meters

5. Also the **Job has been fixed** is populated with this time

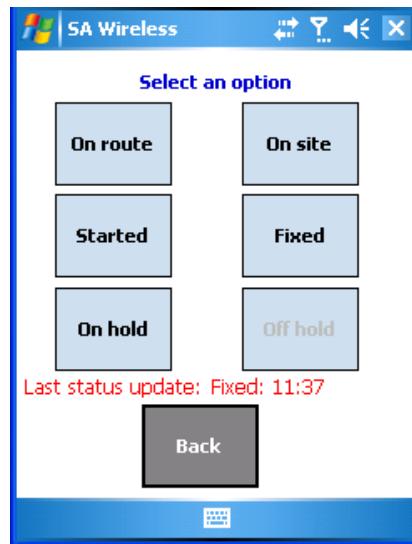
Job 836 - Vantage Computing International

Job	Details	Faults	Status	Completion	Tasks	Misc	QuickClose
<input checked="" type="checkbox"/> Job has been responded to Responded: 13/05/2009 11:27 in 38h 34m Comments: <input type="checkbox"/> Missed:							
<input checked="" type="checkbox"/> Job has been fixed Fixed: 13/05/2009 11:36 in 6m Comments: <input type="checkbox"/> Missed:							
<input checked="" type="checkbox"/> Job has been completed Started: 13/05/2009 11:31 Held: 0 Completed: in Downtime: 0 Out-of-hours time: Mileage: 0 Total time: 0 Vouchers used: 0 Travel hours: 0 Out-of-hours travel: 0							
<input type="button" value="Next job notes"/> <input type="button" value="Close this job"/> <input type="button" value="Extend this job"/>							

Buttons on the right:

- Edit, Save, Delete, Close, Notes, Logged 06/05/09 15:23, Notes exist, Letters
- Jobs, Print, Audit, Loans, Issue, Invoice, Parts, Meters

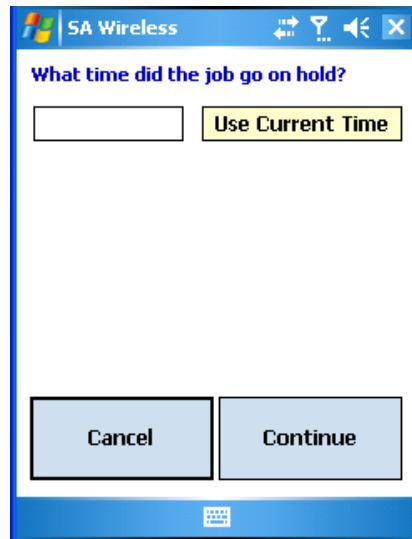
6. The **Options** screen is redisplayed and the **Last status update** is updated to show that the last action was to set Fixed and the time this status was set.



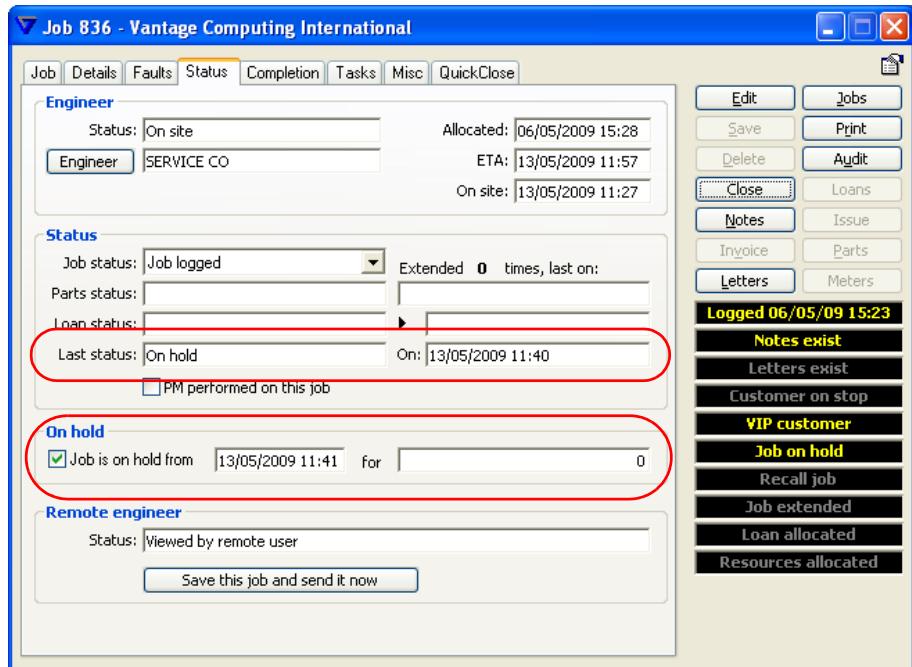
To put the job on hold

Putting the job **On hold**, effectively stops the clock for this job. This means that the actual work times are suspended until the job is taken off hold. This can be useful if, for example, the engineer goes for lunch and does not want to record their lunch break as part of the work time.

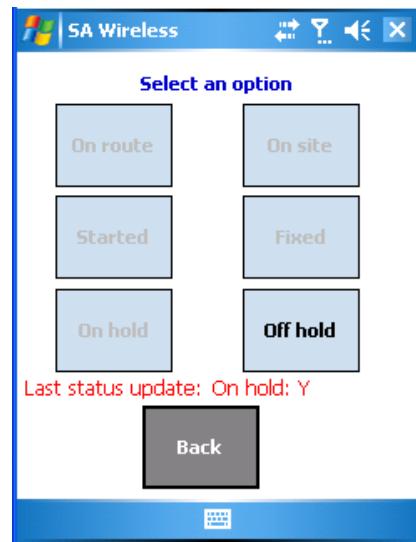
1. Tap **On hold** and the following screen is displayed;



2. In the **What time did the job go on hold** box, enter the time the job was put on hold, in the format hh:mm, or tap **Use Current Time** to insert the current PDA system time.
3. Tap **Cancel** to return to the job details screen without updating the on hold time.
4. Tap **Continue** to update the job with the on hold time.

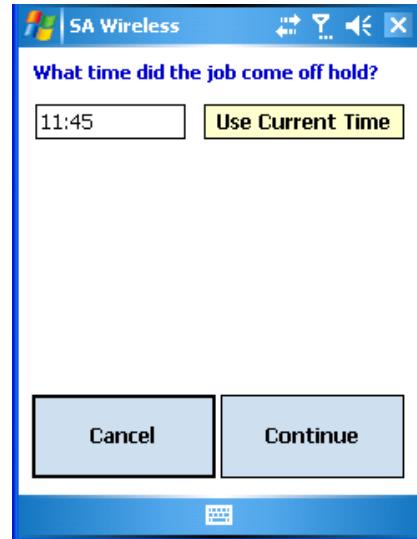


- Putting a job **On hold** will make all the other options on the status menu unavailable until the job is taken off hold.
- The **Options** screen is redisplayed and the **Last status update** is updated to show that the last action was to set On hold.

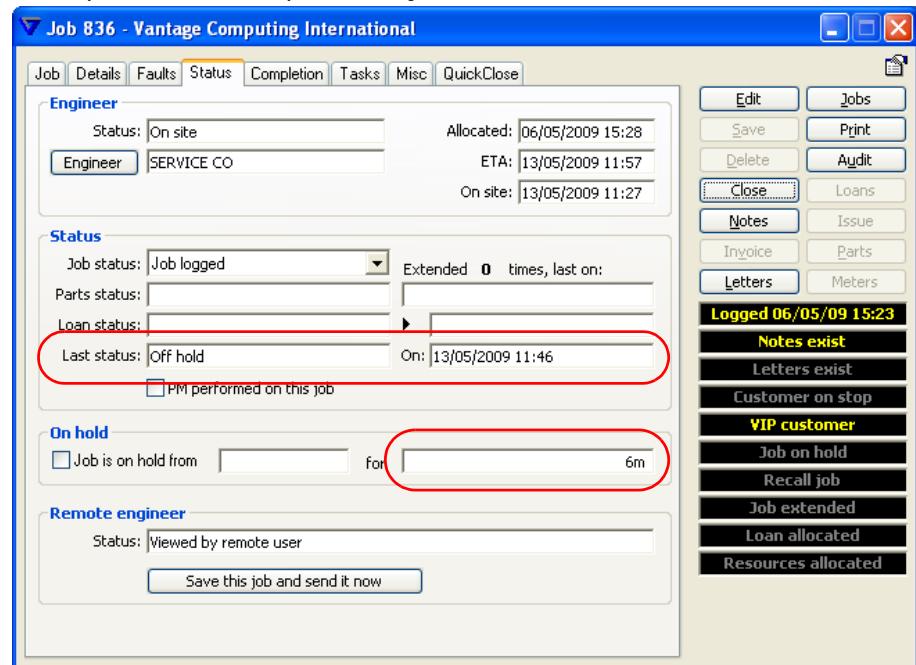


To take the job off hold

1. Tap **Off hold** and the following screen is displayed;



2. In the **What time did the job go off hold** box, the current time is automatically displayed. To change this time, enter the time the job was put on hold, in the format hh:mm, or tap **Use Current Time** to insert the current PDA system time.
3. Tap **Cancel** to return to the job details screen without updating the off hold time.
4. Tap **Continue** to update the job with the off hold time.



5. When a job that was on hold is taken off hold, the total amount of time that the job was on hold for is shown.

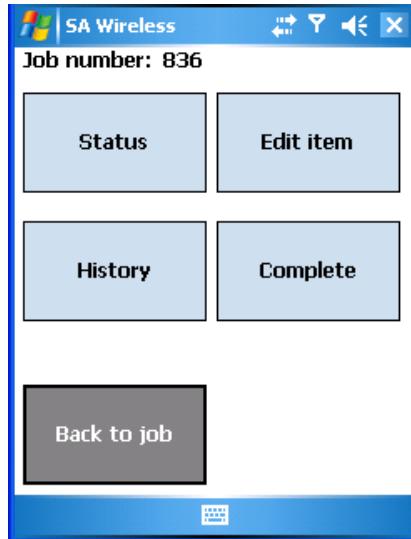


Edit the item details

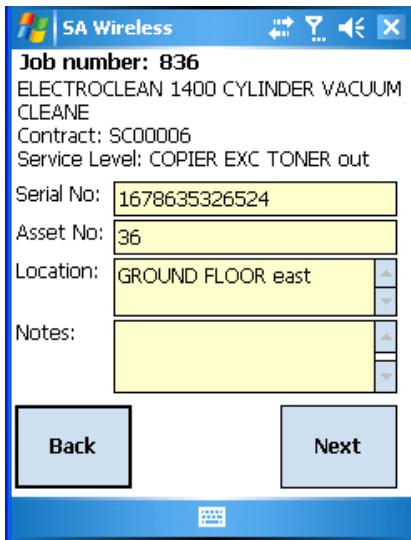
The **Edit item** option allows the engineer to change certain details of the machine, such as serial number, asset number and machine location.

To edit machine details

1. From the **Options** screen;



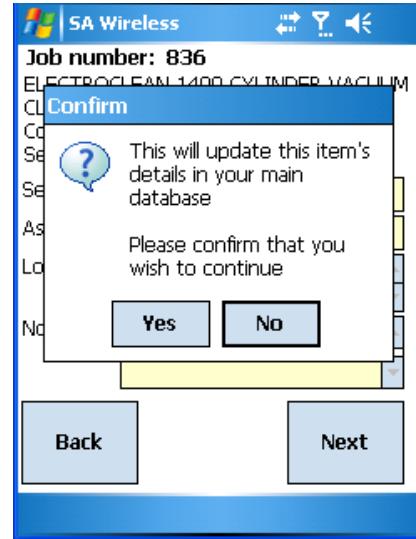
2. Tap the **Edit item** button to display details of the machine.



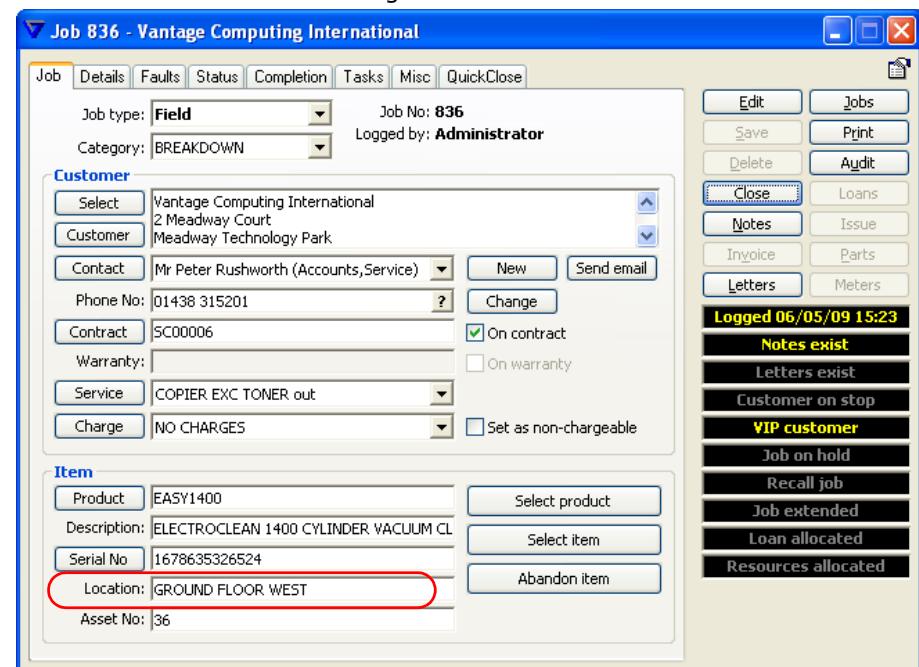
The engineer can amend the serial number, location, asset number and add notes. The model, contract and service level cannot be amended.

3. To amend the serial number, tap the **Serial No** box and then tap the keyboard icon .
4. Use backspace and clear the current entry and then enter the correct serial number. Use the scroll bars to view the rest of the screen, if required. Tap  to remove the virtual keyboard.
5. To amend the asset number, tap the **Asset No** box and then tap the keyboard icon .
6. To amend the location, tap the **Location** box and then tap the keyboard icon .
7. To add notes, tap the **Notes** box and then tap the keyboard icon .

8. Tap **Back** if no amendments have been made and the job details screen will be re-displayed.
9. Tap **Next** if amendments have been made and you want these amendments to update the Service Accent database. The following is displayed;



10. Tap **No** to exit this screen without applying the updates.
11. Tap **Yes** to update the Service Accent Database. In the example above, the location has been changed



12. The job in Service Accent is updated



Inventory Record - 1678635326524 - ELECTROCLEAN 1400 CYLINDER VACUUM CLEANER

Item	Status	Contract	Warranty	Meters	Lease	Rental	Parts	Kit	Other
Product	EASY1400		Change						
Description:	ELECTROCLEAN 1400 CYLINDER VACUUM CLEANER								
Serial No:	1678635326524								
Qty:	1	Expand							
Category:	DOMESTIC APPLIANCE								
Asset No:	36								
Location:	GROUND FLOOR WEST								
Date installed:	29/12/2000								
Customer	Vantage Computing International 2 Meadoway Court Meadoway Technology Park Stevenage Hertfordshire SG1 2EF								
Item status: Okay									

13. The inventory record has been updated

Notes for Inventory Record - 1678635326524 - ELECT...

Specification	Service	Engineer	Supervisor	Other	Permissions	To-c
<p>[04-Apr-07 09:32, [Remote]] This is the action text pasted in from notepad into the action text details. The quick brown fox jumped over the lazy black dog. This quite a few characters so lets see if the past works.</p> <p>[28-Apr-09 16:29, [Remote]] Jane Smedley changed the equipment location from GROUND FLOOR. WEST to GROUND FLOOR east</p> <p>[28-Apr-09 16:29, [Remote]] customer moved the machine</p> <p>[13-May-09 12:03, [Remote]] SERVICE CO changed the equipment location from GROUND FLOOR east to GROUND FLOOR WEST</p>						
<input type="button" value="Time-stamp"/> <input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>						

14. and the inventory notes have been updated to show that the engineer changed the location.

15. The **Options** screen will be redisplayed;

SA Wireless

Job number: 836

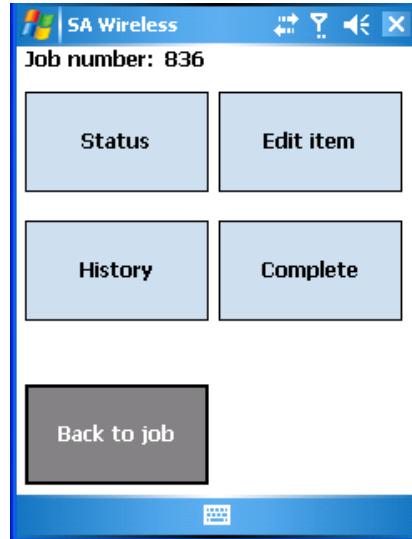
Status	Edit item
History	Complete
Back to job	

Viewing job history

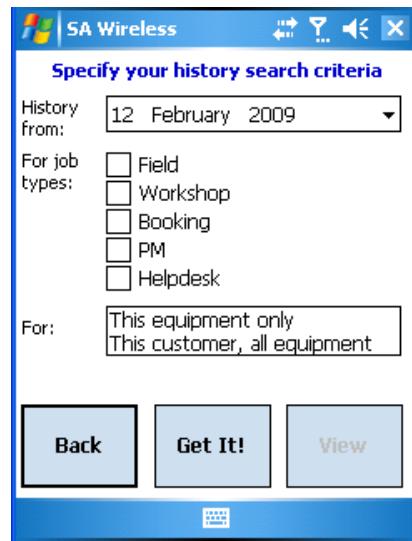
It is useful for the engineer to be able to view previous jobs that have been completed for that customer. Service Accent Wireless has the ability to obtain the previous job history and display this on the PDA device.

To view job history

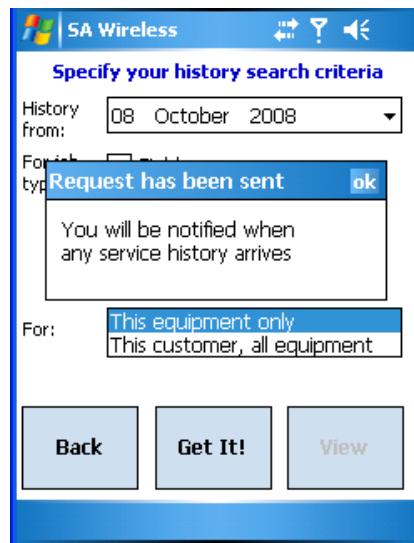
1. From the **Options** screen;



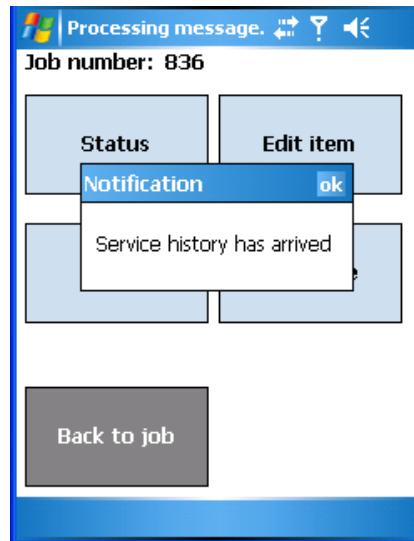
2. Tap **History** and the following screen is displayed;



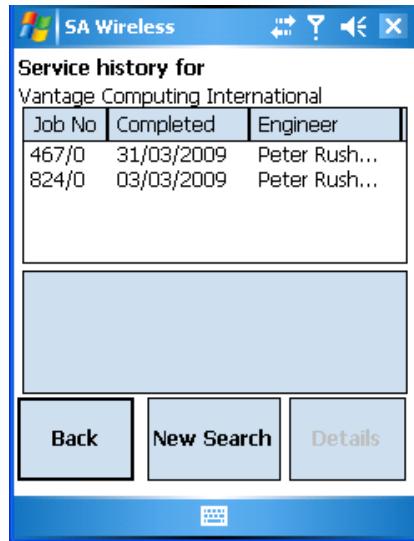
3. From the **History from** drop-down list, select the date to receive history from. The default is 3 months prior to the current device date.
4. In the **For job types** area, tick the types jobs you want to retrieve. You enable all job types, if required.
5. In the **For** area, select whether you want to receive history for **This equipment only** (this will only get completed jobs for the equipment shown on this job) or for **This customer, all equipment** (this will get all completed jobs for this customer for all the customers equipment).
6. To retrieve job history for the customer, tap **Get It!**. The following screen will be displayed;



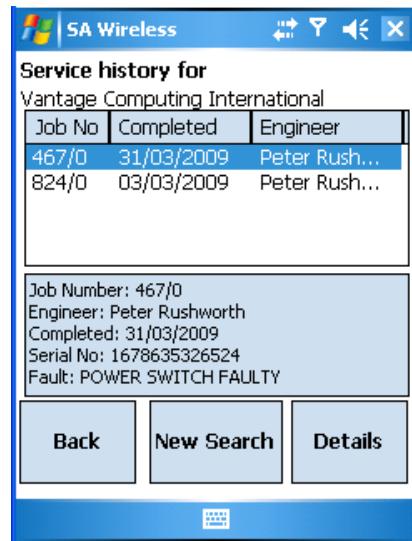
7. Tap **Ok** to acknowledge the message and the **Options** screen is redisplayed. The following will be displayed when the service history is returned;



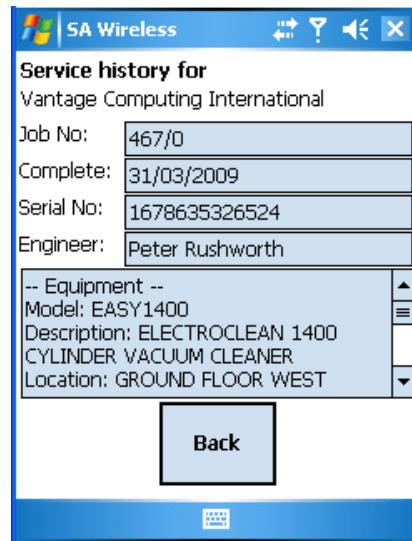
8. If you are in other part of the Service Accent Wireless application, the retrieved jobs will remain in the history screen until viewed or the current job is completed. Return to the **Options** screen and tap the **History** button. The following screen will be displayed;



9. Tap the **Back** button to return to the options screen without viewing the job history details.
10. tap the **New Search** button to start a fresh search (refer to step 2).
11. When history is retrieved, all extension for the job are shown, so if a job has been extended once, you will see job number 876/0 and job number 876/1. The number after the slash (/) is the extension number.
12. To view brief details, select the historical job to view by tapping the job once



13. Then tap the **Details** button and the following will be displayed;



14. Use the right up and down scroll bar to view full details on the job.
15. The history details show, among other things, completion date, parts used, fault action details, engineer who completed the call.
16. Tap **Back** to return to the job history screen and then tap **Back** again to return to the options screen.
17. When a job is completed, any service history related to that job will automatically be removed from the device.

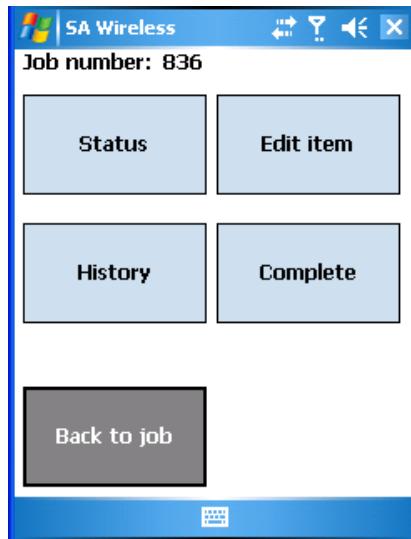


Completing a job

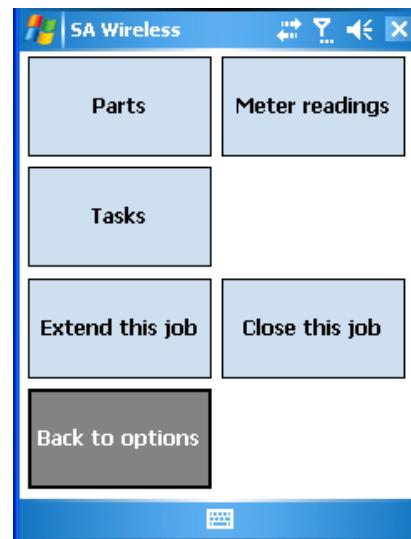
The next stage is to complete the job with parts used, tasks completed, meter readings (if the optional Service Accent meter billing module is licensed and the equipment is a metered item), job times, cause and action codes.

To complete a job

1. From the **Options** screen;



2. Tap the **Complete** button and the following is displayed;



3. There are six options available on this screen and they are follows:-

- **Parts** to specify which parts have been used on the job, to request parts for the job or to request an estimate for parts. See page 77 for full details.
- **Tasks** to update any tasks that are associated with the fault. If no tasks are associated with the fault, this option will not be available. See page 105 for full details.
- **Meter readings** to enter meter readings. This option is only used for metered items. If the job is not for a metered item, this button will not be available. This button will not be displayed if the optional Service Accent Meter billing module has not been licensed. See page 109 for full details.

- **Extend this job** to extend the job. See page 109 for full details.
- **Close this job** to enter job times, action codes, customer signature and eventually close the call. See page 130 for full details.
- **Back to options** to return to the job options screen.

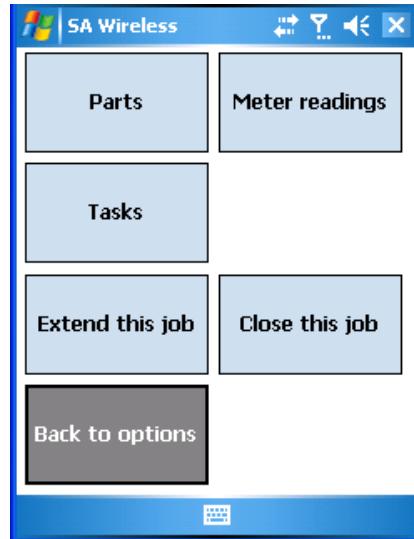


Use, request or estimate parts

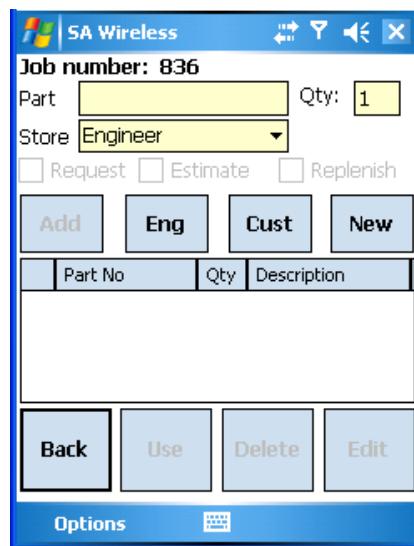
This option allows you to indicate what parts have been used (see page 77), request parts (see page 85), estimate parts (see page 98) or edit parts (see page 102).

To add parts used on a job

1. From the close job options screen, tap **Parts**;



2. The following screen will be displayed;



There are several options available from this screen, namely

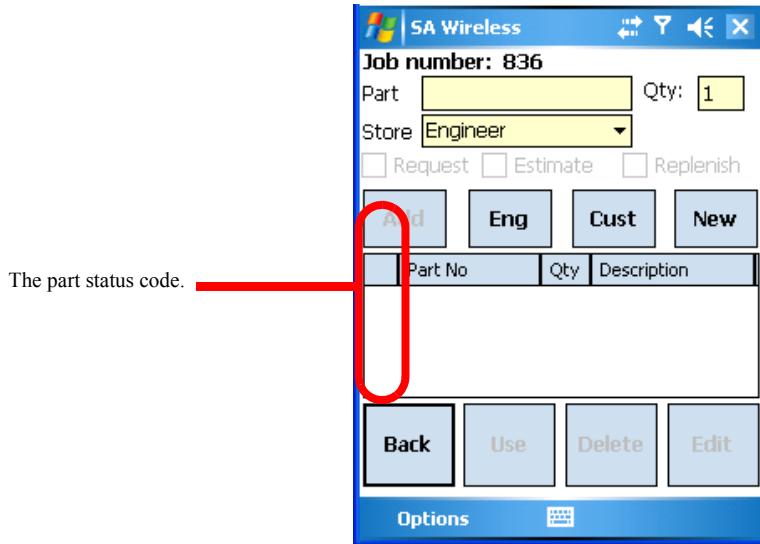
- **Options** - further options for the parts screen. See Parts screen options on page 79 for further details.
- **Part No box** - allows the engineer to type a part number directly into the part number box. See To enter a part number directly into the part no box on page 80 for further details.
- **Copy & Paste** - allows the engineer to copy a part number from a Microsoft Excel Mobile spreadsheet, Microsoft Word Mobile or text file and paste into the part number box. See To copy & paste a part number into the part no box on page 83 for further details.

- **Store** - allows the engineer to select which store the part will be used, replenished or estimated from. The **Stores** drop-down list will be disabled if the parameter in Service Accent (refer to Setting engineer permissions on page 37) is not enabled. See To enter a part number directly into the part no box on page 80 for further details.
- **Replenish** - allows the engineer to indicate that a part is to be replenished. See To enter a part number directly into the part no box on page 80 for further details.
- **Estimate** - allows the engineer to indicate that a part is to be estimated. See To enter a part number directly into the part no box on page 80 for further details.
- **Add** - allows the engineer to add a part to the job. See To enter a part number directly into the part no box on page 80 for further details.
- **Eng** - allows the engineer to select the parts from their car/van stock. See To take parts from the engineers car/van stock on page 85 for further details.
- **Cust** - allows the engineer to select the parts from stock that is currently at the customers premises. See To take parts from the customers stock on page 88 for further details.
- **New** - allows the engineer to create a new part, this option is subject to permissions. See To create a new part on page 91 for further details.
- **Request** - allows the engineer to request a part. See To request parts for a job on page 93 for further details.
- **Use** - allows the engineer to use a part that has been previously requested. This button is not available until a part has been requested and has been despatched by Service Accent. See To use an available part on page 96 for further details.
- **Delete** - allows the engineer to delete a part that has been added to the job. This button is not available until a part has been added. See To delete a part on page 100 for further details.
- **Edit** - allows the engineer to edit the part and add notes or change quantities. This button is not available until a part has been added. See To edit a part on page 102 for further details.

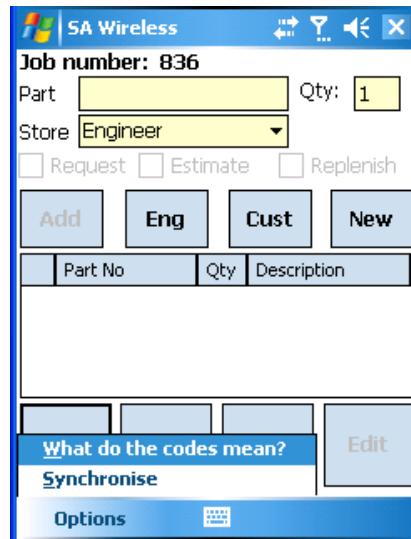


Parts screen options

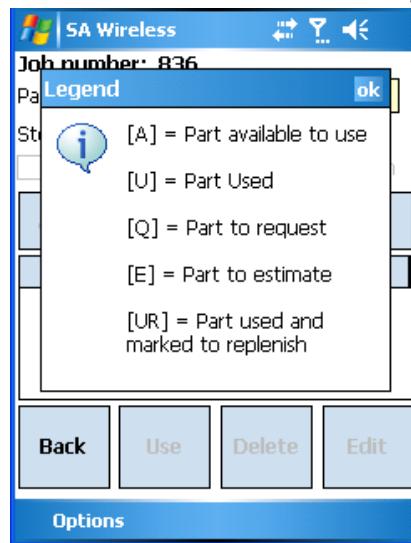
Each part that is added to the parts screen will have a specific code against to indicate the status of the part. This status code is displayed in the left hand column of the parts screen.



1. Tap **Options** at the bottom left hand part of the screen.



2. Tap **What do the codes mean?** and the following is displayed;



3. The status codes are as follows:

A - The part has been requested and is now available to use.

U - The part has been used.

Q - The part has been requested

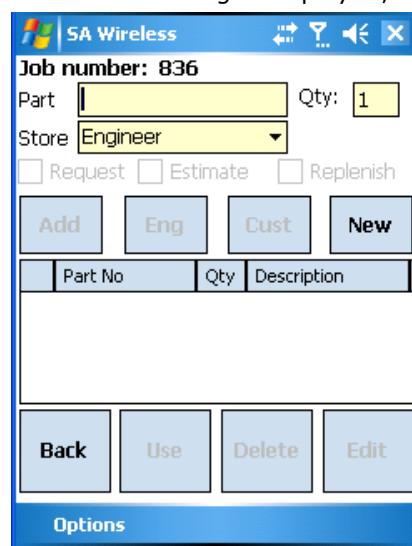
E - The part has been estimated

UR - The part has been used and a has been marked to be replenished.

4. Tap **OK** to clear the message.

To enter a part number directly into the part no box

1. Tap the **Part** box and the following is displayed;



2. The **Eng** and **Cust** buttons are automatically disabled as a part number is been entered direct into the part box. To activate these buttons again, simple enter a character and then backspace to remove this character.

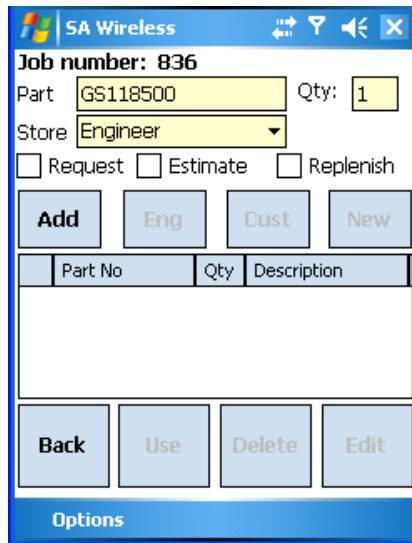
3. Enter the full part number of the part. The part number is not case sensitive.

4. Specify the quantity used in the **Qty** box, the default is 1.

5. If the **Store** drop-down list is active, select the store the part is to be taken from. The default is Engineer, but you can select main, Engineer or Customer. if the drop-down list is not active, the part will be taken from the Engineer's store by default.



6. The **Add** button is enabled as soon as a part no is entered.



7. As the engineer has used this part from their stock, the part may have to be replenished, therefore, tick the **Replenish** box. If the part is not to be replenished, untick this box.

8. If the engineer requires an estimate for this part (as against has used the part), tick the **Estimate** box. Please refer to To estimate a part on page 98.

9. Tap **Add** to add the part to the list of parts used.

10. Each time a part is added, a request is sent back to the Service Accent database to validate the part entered is correct.



Part details are not stored on the PDA device (because of space limitations), hence the validation request each time a part is added.

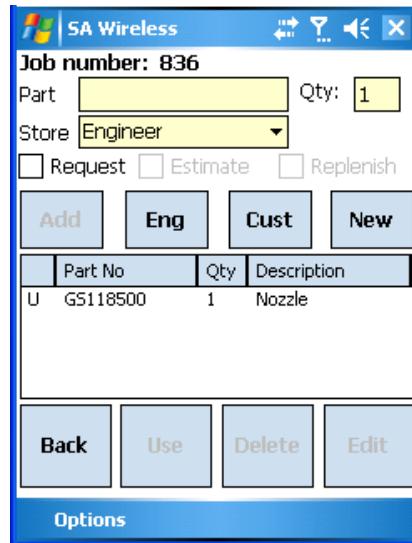
11. The following screen will be displayed after tapping **Add**;



12. The part number is displayed with no description.

When the next automatic send/receive is completed, the part description will be retrieved. You can continue working while waiting for the information to be retrieved.

13. Once the part number has been validated, the following will be shown;



14. If the part number entered is not valid, the following will be displayed;



15. Tap **OK** to close the information box and then re enter the correct part number as outlined in step 1 (see page 80).

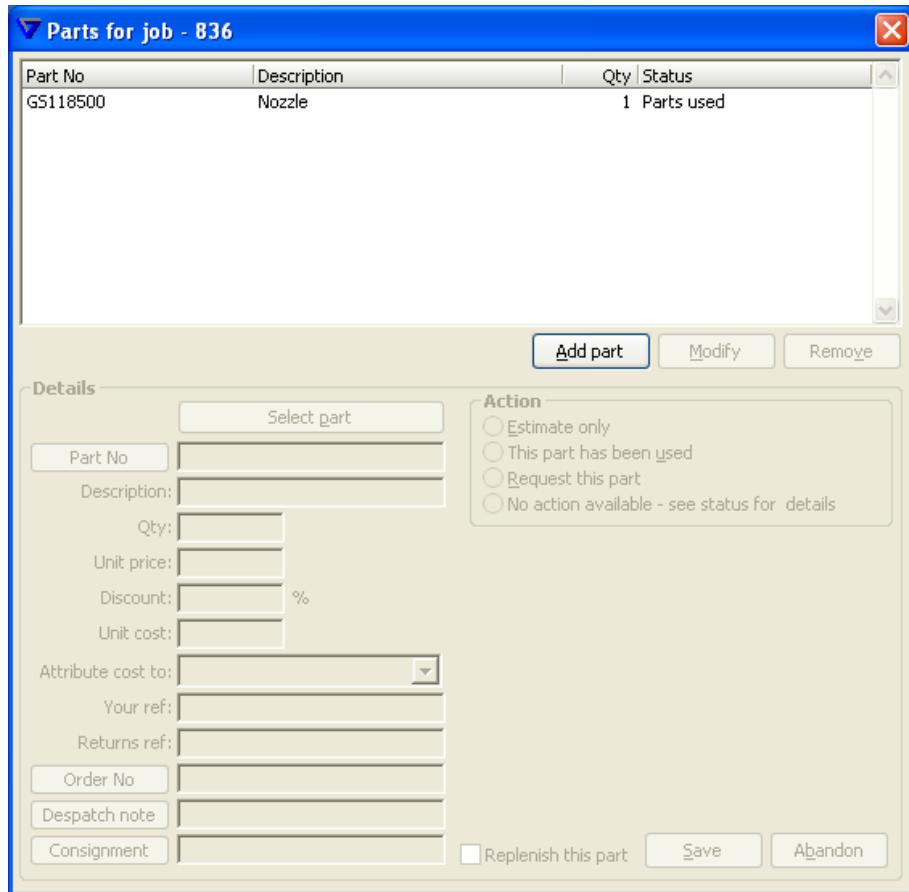


The default for invalid parts is as not to save the part, however, this can be changed so that if an invalid part is entered, the part will be created in the Service Accent database with a part description of **Unknown**. This then allows the engineer to close the job. This unknown part will then have to be manually changed within the Service Accent database to the correct part number. Please contact your support provider if this facility is required.

16. Once a part number has been validated, the part is automatically added to the **Parts for job** screen in Service Accent and marked as used.



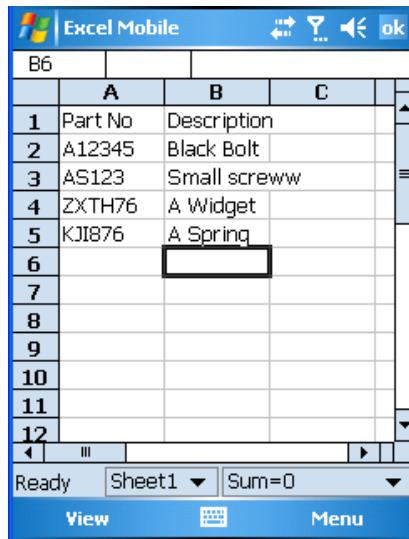
17. In Service Accent, the **Parts for job** screen appears similar to this;



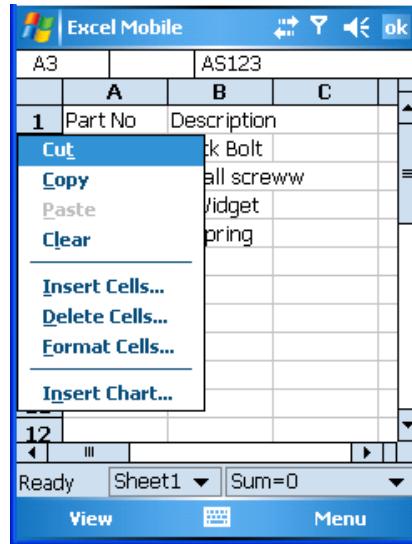
18. After all the parts have been entered, tap **Back** to return to the complete job options screen.

To copy & paste a part number into the part no box

1. Open a Microsoft Excel Mobile spreadsheet or a Microsoft Word Mobile document.



2. Tap and hold on the part number required

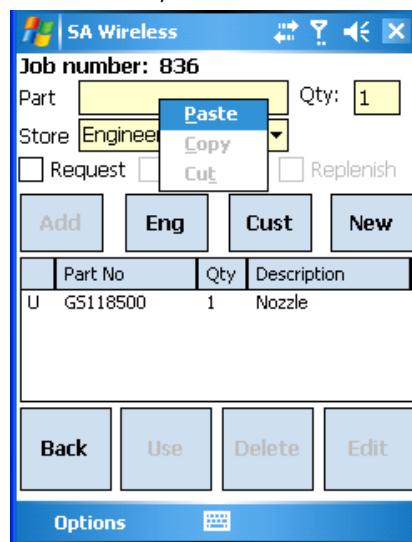


3. Tap **Copy** to copy the part number from the spreadsheet to the clipboard (temporary storage area) or tap **Cut** remove the part number from the spreadsheet, but still copy to the clipboard.

4. Open Service Accent Wireless and go to the **Parts** screen

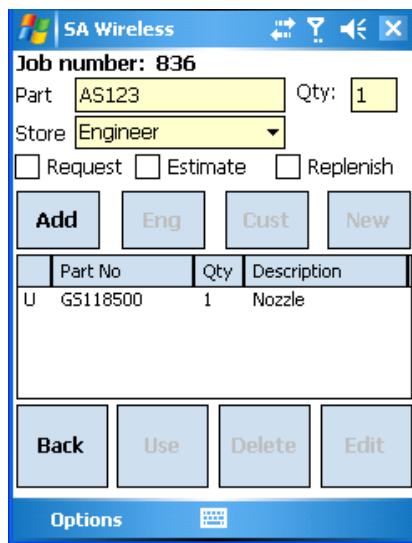


5. Tap and hold in the **Part** box;





6. Tap **Paste** and the part number copied or cut from the spreadsheet will appear in the part no box.

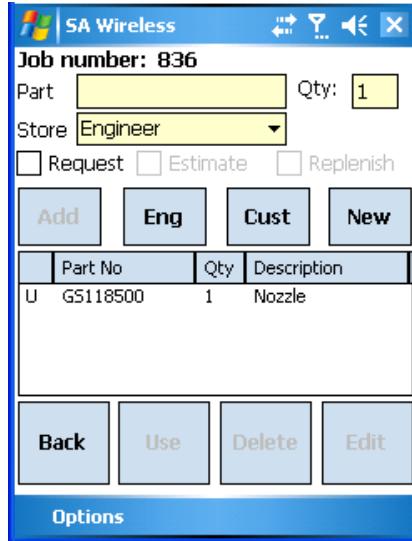


7. Then proceed as normal to add the part (see page 80).

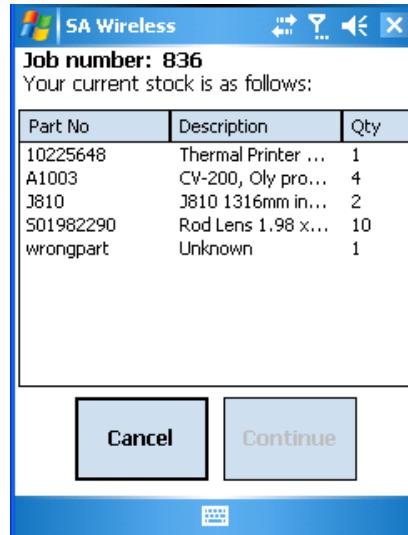
To take parts from the engineers car/van stock

To use parts from the engineers car/van stock, the following instructions apply.

1. From the main **Parts** screen;



2. Tap the **Eng** button and the following is displayed;



SA Wireless

Job number: 836

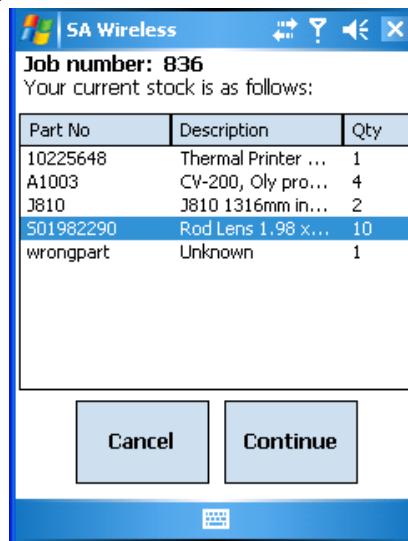
Your current stock is as follows:

Part No	Description	Qty
10225648	Thermal Printer ...	1
A1003	CV-200, Oly pro...	4
J810	J810 1316mm in...	2
S01982290	Rod Lens 1.98 x...	10
wrongpart	Unknown	1

Cancel Continue

3. This screen shows the engineers current car/van stock holdings.

4. Tap the part required



SA Wireless

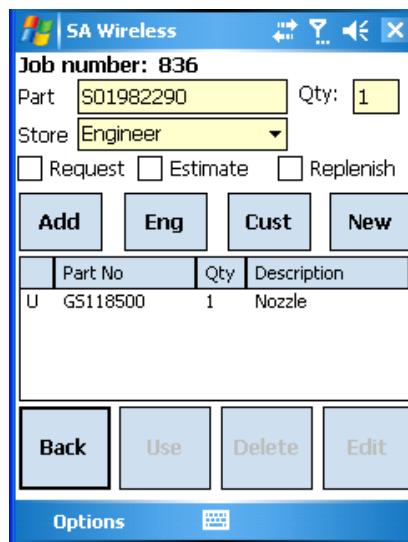
Job number: 836

Your current stock is as follows:

Part No	Description	Qty
10225648	Thermal Printer ...	1
A1003	CV-200, Oly pro...	4
J810	J810 1316mm in...	2
S01982290	Rod Lens 1.98 x...	10
wrongpart	Unknown	1

Cancel Continue

5. and then tap **Continue**



SA Wireless

Job number: 836

Part	S01982290	Qty:	1
Store	Engineer		
<input type="checkbox"/> Request		<input type="checkbox"/> Estimate	<input type="checkbox"/> Replenish

Add Eng Cust New

Part No	Qty	Description
U G5118500	1	Nozzle

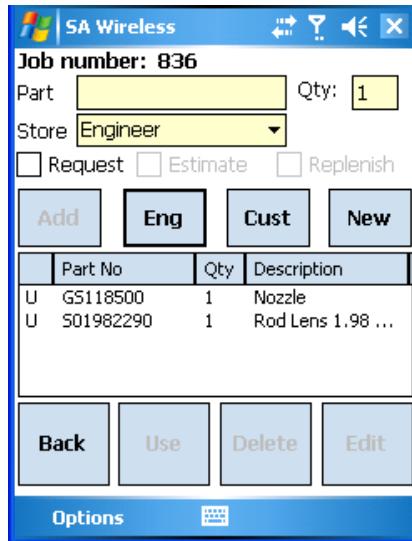
Back Use Delete Edit

Options

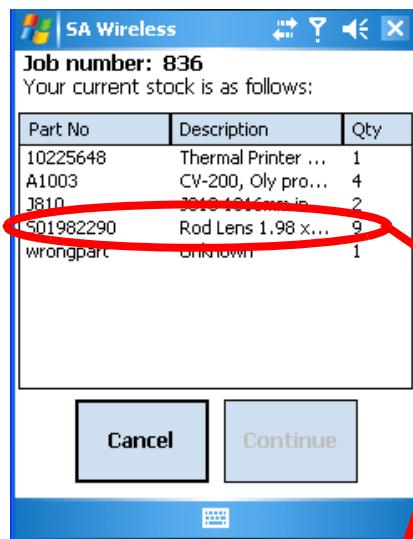
6. The **Parts** screen is re-displayed and the part selected from the Engineers car/van stock is automatically inserted into the part no box and the store is set as Engineer.



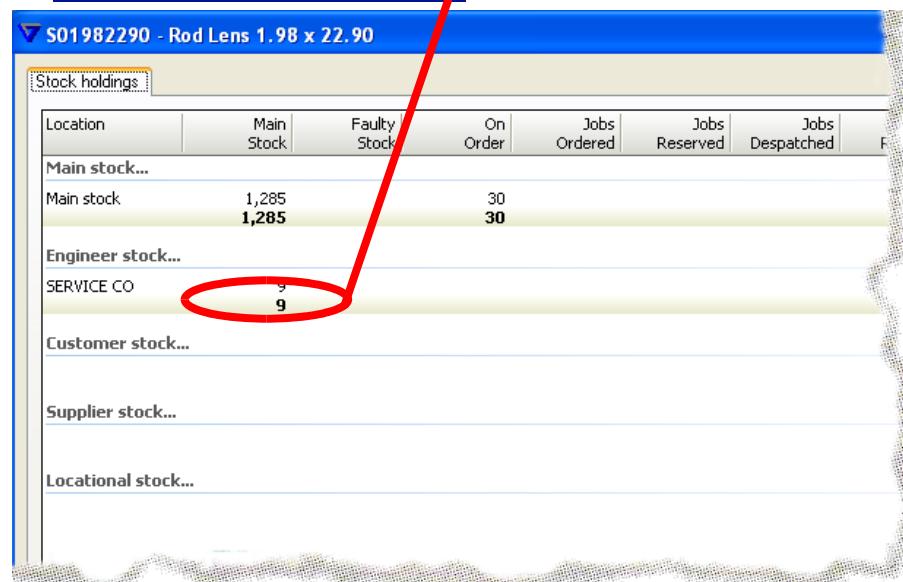
7. Then proceed as normal to add a part (see page 80).



8. Once the part has been validated, the engineers car/van stock on the device is downdated and also the good stock in Service Accent is downdated.



Engineers stock is reduced on the device and in Service Accent.



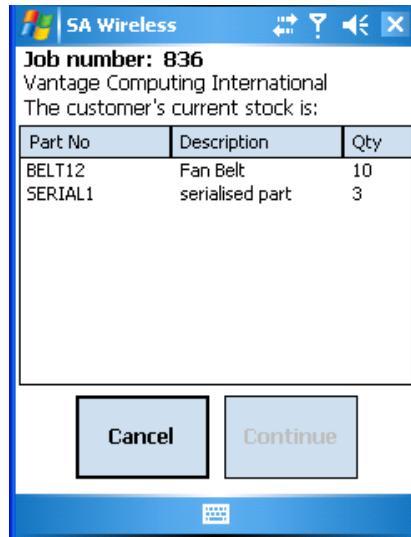
To take parts from the customers stock

To use parts from customers stock, the following instructions apply.

- From the main **Parts** screen;

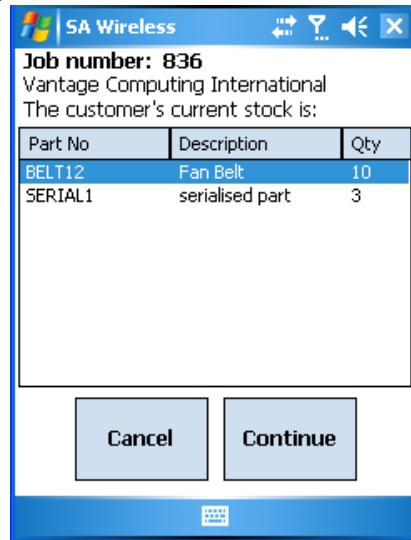


- Tap the **Cust** button and the following is displayed;



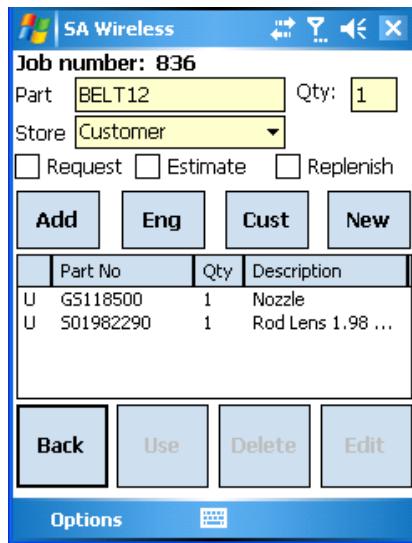
- This screen shows the customers current stock holdings.

- Tap the part required

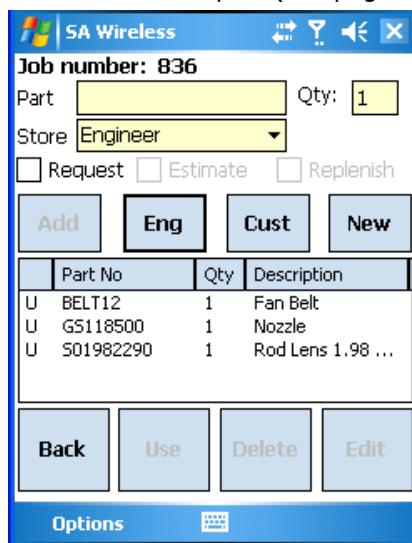




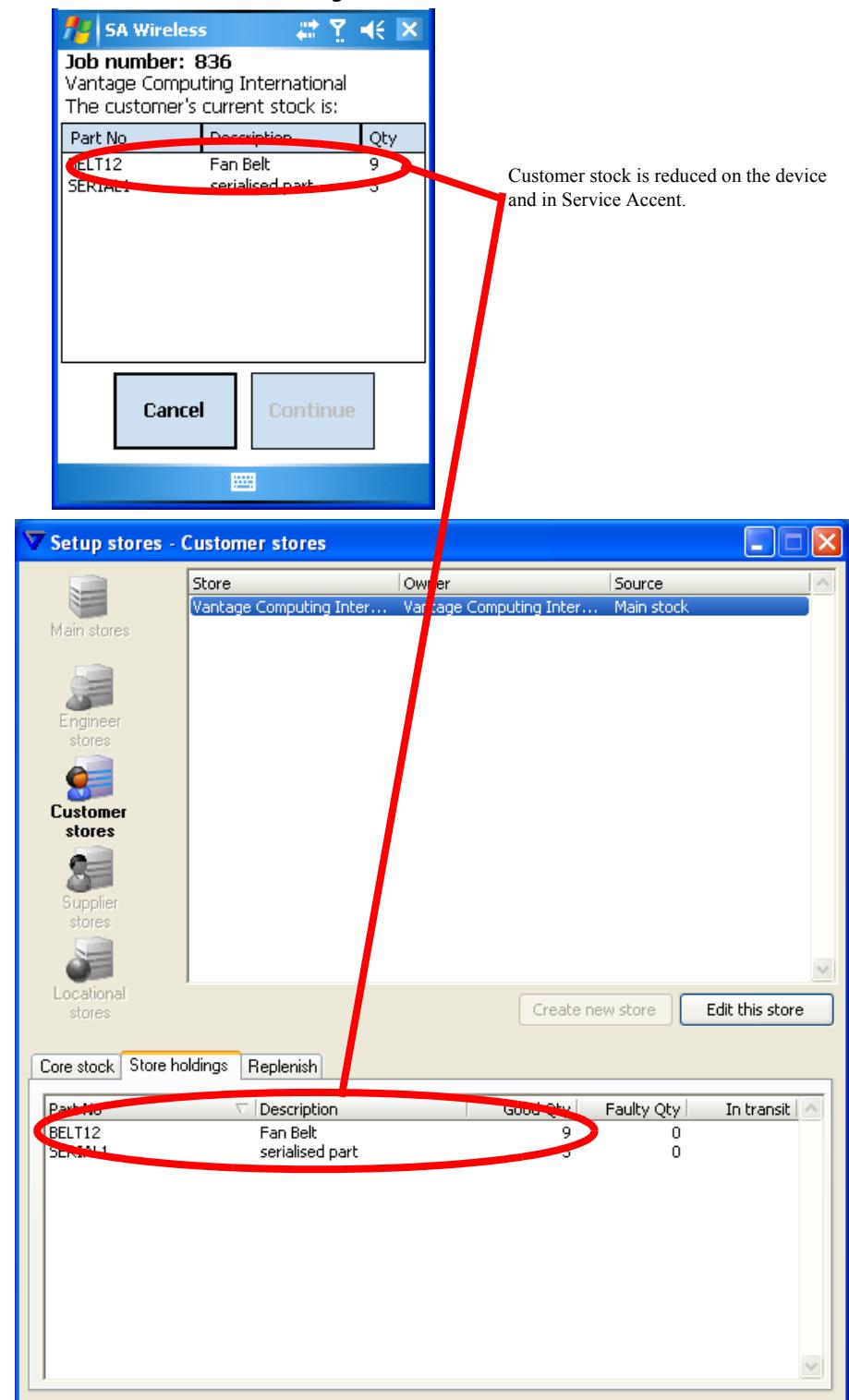
5. and then tap **Continue**



6. The **Parts** screen is re-displayed and the part selected from the Customers stock is automatically inserted into the part no box and the store is changed to Customer.
7. Then proceed as normal to add a part (see page 80).



8. Once the part has been validated, the customers stock on the device is downdated and also the good stock in Service Accent is downdated.



The image shows two software windows. The top window is titled 'SA Wireless' and displays a table of parts with their descriptions and quantities. The bottom window is titled 'Setup stores - Customer stores' and shows a list of stores and their holdings. A red line connects the validation table in the top window to the stock holdings table in the bottom window, indicating the data flow.

SA Wireless

Job number: 836
Vantage Computing International
The customer's current stock is:

Part No	Description	Qty
BELT12	Fan Belt	9
SERIAL1	serialised part	3

Cancel **Continue**

Customer stock is reduced on the device and in Service Accent.

Setup stores - Customer stores

Main stores

Engineer stores

Customer stores (selected)

Supplier stores

Locational stores

Store **Owner** **Source**

Vantage Computing Inter...	Vantage Computing Inter...	Main stock
----------------------------	----------------------------	------------

Create new store **Edit this store**

Core stock **Store holdings** **Replenish** (selected)

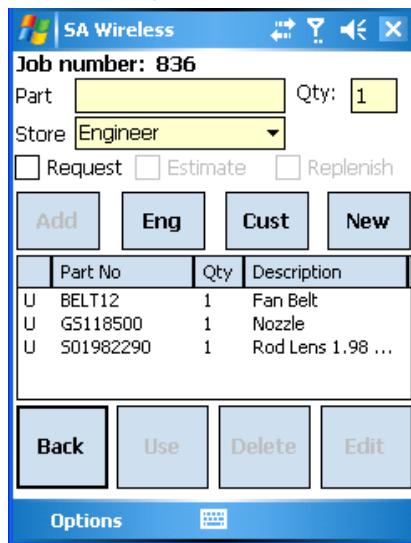
Part No	Description	Good Qty	Faulty Qty	In transit
BELT12	Fan Belt	9	0	
SERIAL1	serialised part	3	0	



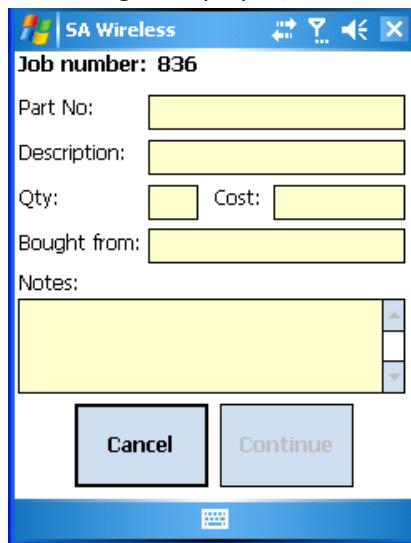
To create a new part

The engineer can only create a new part if they have permission to do so (see [Setting engineer permissions on page 37](#) for further information). The creating of a new part is useful if, for example, the engineer needs to fit a part that isn't normal carried as a stock item and they have to purchase this from a local trade store. The engineer can create this new part and it is added to the Service Accent database and to the engineers car/van good stock.

1. From the main **Parts** screen;

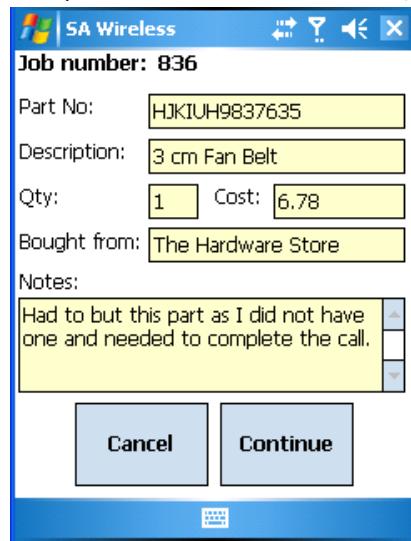


2. Tap **New** and the following is displayed;



3. In the **Part No** box, enter the part number.
4. In the **Description** box, enter a description of the part.
5. In the **Qty** box, enter the quantity purchased.
6. In the **Cost** box, enter the unit cost of the part.
7. In the **Bought from** box, enter the place the part was purchased from.
8. In the **Notes** box, enter any notes that are applicable. For example, why the part was purchased. These notes appear on page 1 of the notes for the stock record, in Service Accent.

9. An example of a complete screen is shown below;



10. Entering all the information will enable the **Continue** button.

11. Tap **Continue** to update Service Accent and the car/van good stock on the PDA.

Engineer car/van good stock updated with the new part.

New stock record created in Service Accent.

Stock Record - HJKIUH9837635 - 3 cm Fan Belt

Part No	Description	Qty
10225648	Thermal Printer ...	1
A1000	Cv-200, Oily pro...	1
HJKIUH9837635	3 cm Fan Belt	1
J810	3010-1510mm min...	2
501982290	Rod Lens 1.98 x...	9
wrongpart	Unknown	1

Cancel Continue

Part Pricing Kit Meters Usage Holdings More Alternatives Compatibility

Part No: HJKIUH9837635

Description: 3 cm Fan Belt

Category:

This is a product
 This is a part
 This item requires serial numbers
 This item has meters
 This item is always chargeable
 This item requires PMs

Location:

Manufacturer: The Hardware Store Wty months: 0

Man Part No:

Supplier: Others

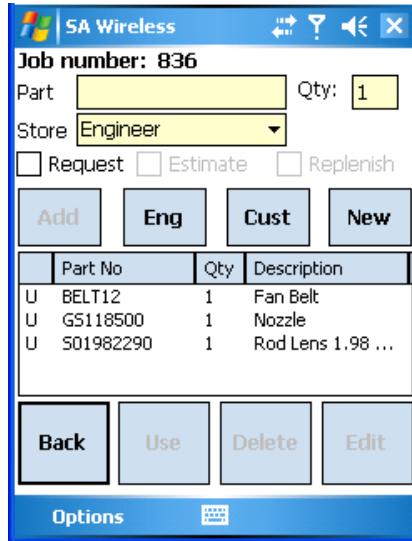
Edit Save Delete Close Notes Price book Documents Notes Documents



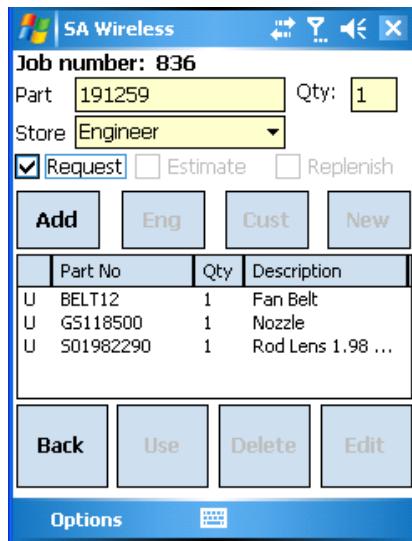
To request parts for a job

To request parts for a job, the following instructions apply.

1. From the main **Parts** screen;



2. In the **Part** box, enter the full part number of the part requested or alternatively, select from the engineers car/van stock (see page 85), customer locational stock (see page 88) or create a new part (see page 91).
3. Specify the quantity to request in the **Qty** box.
4. Tick the **Request** box.



5. Tap **Add** to add the part to the list of parts requested.

6. The part number is displayed with no description.

Job number: 836

Part Qty:

Store

Request Estimate Replenish

Add Eng Cust New

	Part No	Qty	Description
Q	191259	1	*
U	BELT12	1	Fan Belt
U	GS118500	1	Nozzle
U	501982290	1	Rod Lens 1.98 ...

Back Use Delete Edit Options

The request will be placed into the outbound queue and when the next automatic send/receive is scheduled, the part description will be retrieved. You can continue working while waiting for the information to be retrieved.

7. Once the part has been validated, the following will be displayed;

Job number: 836

Part Qty:

Store

Request Estimate Replenish

Add Eng Cust New

	Part No	Qty	Description
Q	191259	1	set screw
U	BELT12	1	Fan Belt
U	GS118500	1	Nozzle
U	501982290	1	Rod Lens 1.98 ...

Back Use Delete Edit Options

8. A **Q** is shown in the status column (see page 79) to indicate that this part has been requested.
9. If the part number entered is not a valid, a message will be displayed to reflect this.



10. In Service Accent, the **Parts for job** screen appears similar to this;

Parts for job - 836

Part No	Description	Qty	Status
G5118500	Nozzle	1	Parts used
S01982290	Rod Lens 1.98 x 22.90	1	Parts used
BELT12	Fan Belt	1	Parts used
191259	set screw	1	Parts requested

Add part **Modify** **Remove**

Details

Part No	Select part
Description:	
Qty:	
Unit price:	
Discount:	%
Unit cost:	
Attribute cost to:	
Your ref:	
Returns ref:	
Order No	
Despatch note	
Consignment	

Action

- Estimate only
- This part has been used
- Request this part
- No action available - see status for details

Replenish this part **Save** **Abandon**

To use an available part

After a part has been requested from Service Accent (see To request parts for a job on page 93 for further details) and that request has been fulfilled and the part is available, the engineer needs to indicate that the part has been used on the job.

Part No	Description	Qty	Status
G5118500	Nozzle	1	Parts used
S01982290	Rod Lens 1.98 x 22.90	1	Parts used
BELT12	Fan Belt	1	Parts used
191259	set screw	1	Parts despatched

When a part is marked as available or despatched in Service Accent (see screen shot above) and the job is fully assigned and sent to the wireless enabled engineer, the part details are sent with the job and marked as available.

To use an available part

1. From the main **Parts** screen;

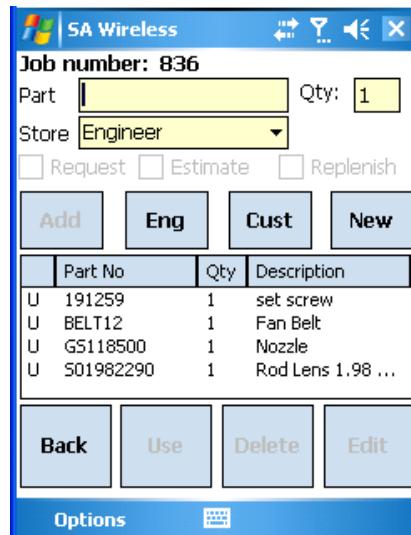
Part No	Qty	Description
A 191259	1	set screw
U BELT12	1	Fan Belt
U G5118500	1	Nozzle
U S01982290	1	Rod Lens 1.98 ...



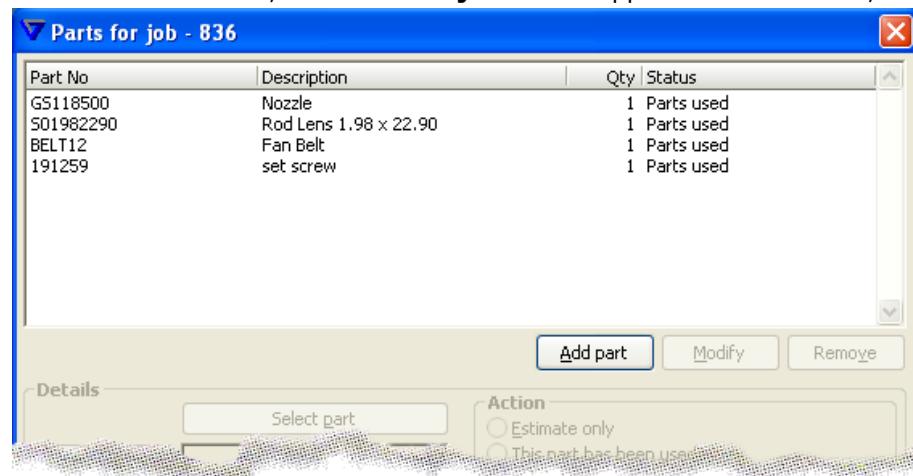
2. An **A** is shown in the status column (see page 79) to indicate that this part is available for use by the engineer.
3. To use the part, tap once on the part number to be used and the **Use** button will become activated.



4. Tap **Use** and the status for this part will change to **U**. This indicates that the part has been used on the job.



5. In Service Accent, the **Parts for job** screen appears similar to this;

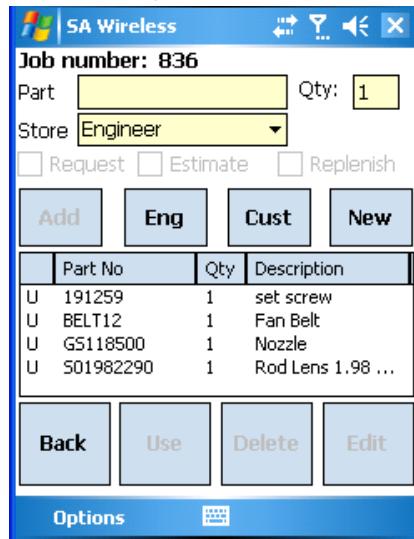


6. After all the parts have been used, tap **Back** to return to the complete job options screen.

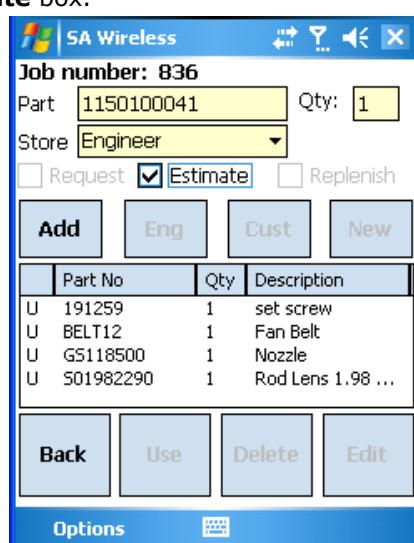
To estimate a part

To estimate a part for a job, the following instructions apply.

1. From the main **Parts** screen;



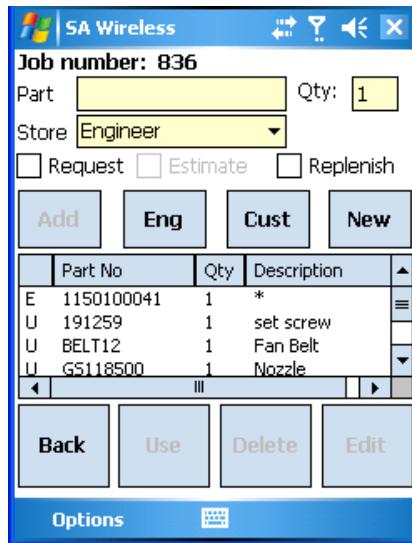
2. In the **Part** box, enter the full part number of the part requested or alternatively, select from the engineers car/van stock (see page 85), customer locational stock (see page 88) or create a new part (see page 91).
3. Specify the quantity to request in the **Qty** box.
4. Tick the **Estimate** box.



5. Tap **Add** to add the part.

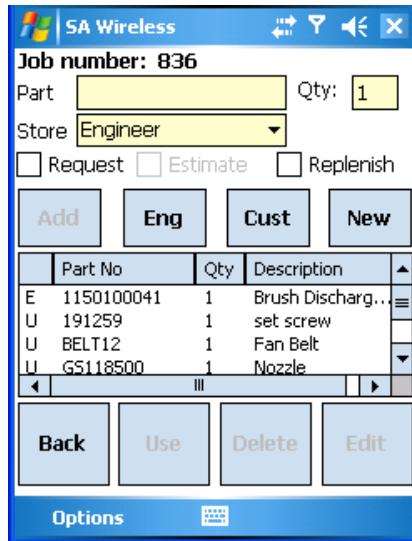


6. The part number is displayed with no description.



The request will be placed into the outbound queue and when the next automatic send/receive is scheduled, the part description will be retrieved. You can continue working while waiting for the information to be retrieved.

7. Once the part has been validated, the following will be displayed;



8. A **E** is shown in the status column (see page 79) to indicate that this part has been estimated.

9. If the part number entered is not a valid, a message will be displayed to reflect this.

10. In Service Accent, the **Parts for job** screen appears similar to this;

Part No	Description	Qty	Status
GS118500	Nozzle	1	Parts used
S01982290	Rod Lens 1.98 x 22.90	1	Parts used
BELT12	Fan Belt	1	Parts used
191259	set screw	1	Parts used
1150100041	Brush Discharge Exit	1	Parts estimated

Details

Part No:

Description:

Qty:

Unit price:

Discount: %

Unit cost:

Attribute cost to:

Your ref:

Returns ref:

Order No:

Despatch note:

Consignment:

Replenish this part

Action

Estimate only

This part has been used

Request this part

No action available - see status for details

Buttons: Add part, Modify, Remove, Save, Abandon

11. The next step is to produce an estimate to send to the customer. Please refer to the Service Accent User Guide on using the Stock Replenishment routine to produce an estimate.

To delete a part

To delete a part.

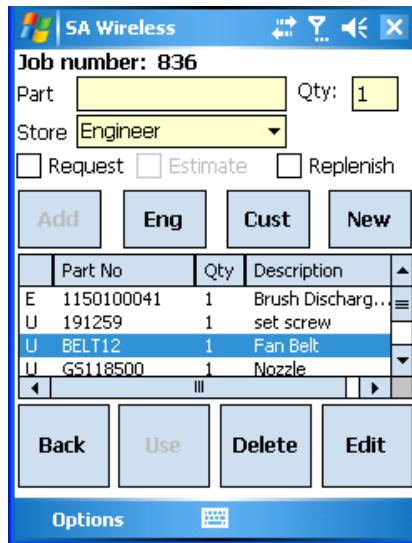
1. From the main **Parts** screen

Part No	Qty	Description
E 1150100041	1	Brush Discharge Exit
U 191259	1	set screw
U BELT12	1	Fan Belt
U GS118500	1	Nozzle

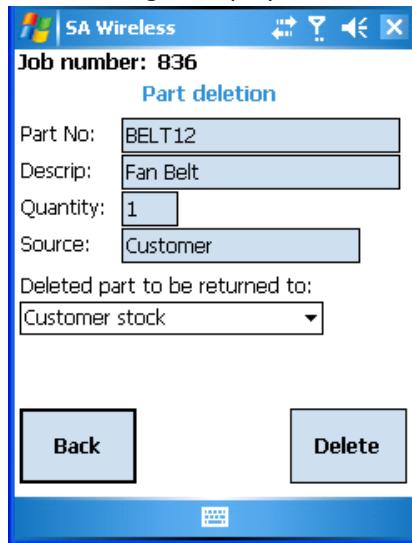
Buttons: Add, Eng, Cust, New

Bottom Buttons: Back, Use, Delete, Edit

2. To delete a part, tap once on the part number to be deleted and the **Delete** button will become activated.

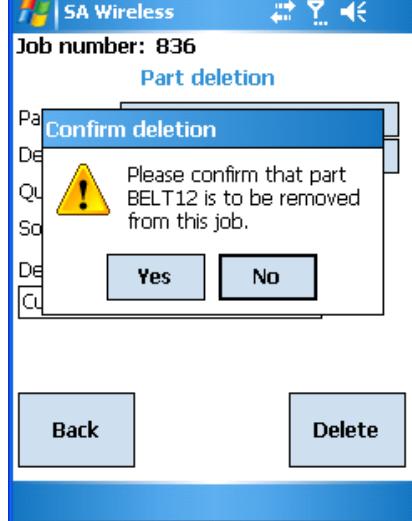


3. Tap **Delete** and the following is displayed

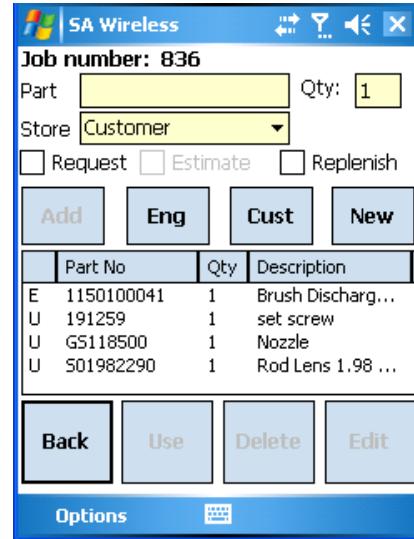


4. If the **Deleted part to be returned to** drop-down list is active, select the store the part is to be returned to. By default, the store the part was used from (the **Source** box) will be pre-selected, but you can select main, Engineer or Customer. If the drop-down list is not active, the part will be returned to the store the part was used from.

5. Tap **Delete** and the following will be displayed;



6. Tap **Yes** to confirm removal of the part, or tap **No** not to remove the part from the job.
7. If **Yes** is tapped, the part will be removed from the parts used on the job and the stock holding for the store the part was returned to will be updated accordingly.

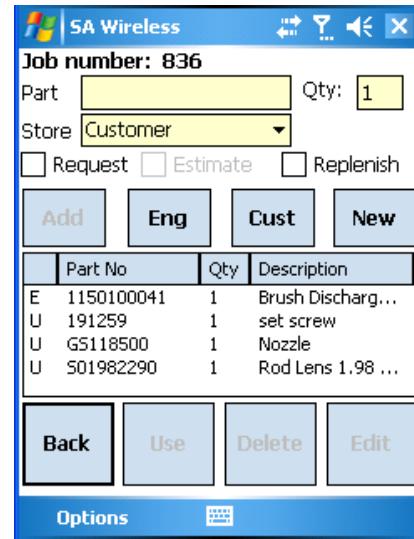


To edit a part

This screen is used to change the quantity and add any notes.

To edit a part

1. From the main **Parts** screen



2. To edit a part, tap once on the part number to be edited and the **Edit** button will become activated.



Job number: 836

Part No	Qty	Description
E 1150100041	1	Brush Discharg...
U 191259	1	set screw
U GS118500	1	Nozzle
U S01982290	1	Rod Lens 1.98 ...

Back Use Delete Edit Options

3. Tap **Edit** and the following screen will be displayed;

Job number: 836

Part No:	S01982290
Descrip:	Rod Lens 1.98 x 22.90
Status:	Part used
Store:	Engineer

Quantity: 1

Back Continue

4. Tap the **Quantity** box and change the quantity used or requested.

5. Tap the **Notes** box to add notes to the part. These notes will appear on the job record under job notes, page 4 (parts).

6. Tap **Back** if no changes have been made or the changes made need to be disregarded, to return to the parts screen.

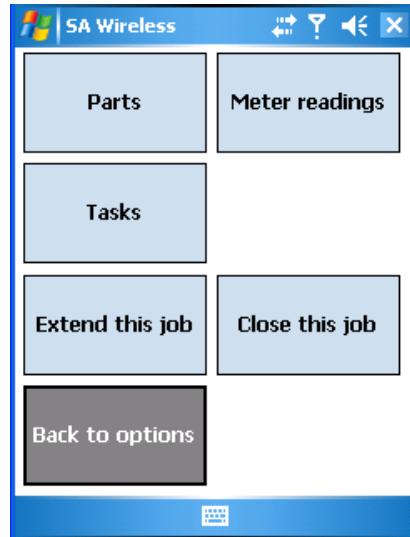
7. Tap **Continue** to update the part and then return to the parts screen.

Meter readings

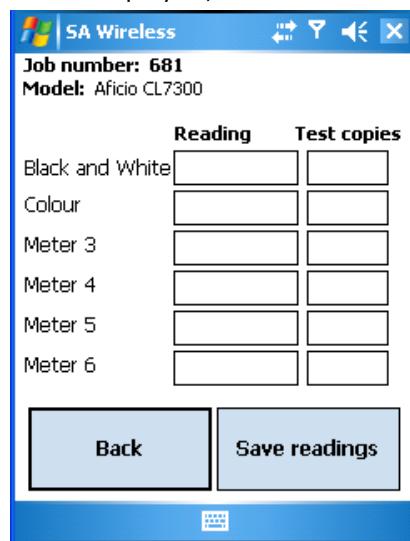
If the call is against a metered item, meter readings will have to be entered against each meter before the call can be completed. If the call is not against a metered item, the **Meter readings** button will not be available. If the optional Service Accent meter billing module is not licensed, the button will not be shown.

To take meter readings

1. From the complete job options screen, tap **Meter readings**;



2. The following screen is displayed;



3. The number of **Meter** entry boxes shown, will match the number of meters on the item.
4. If you have meter names setup against the different meters (please refer to the Service Accent Meter Billing User Guide for further information), the names will be displayed. The meter names are taken from the inventory item, if there are no meter names on this, the product record is checked and if there are no meter names on this, the meter number will be shown.
5. Enter the current meter **reading** in the appropriate box.



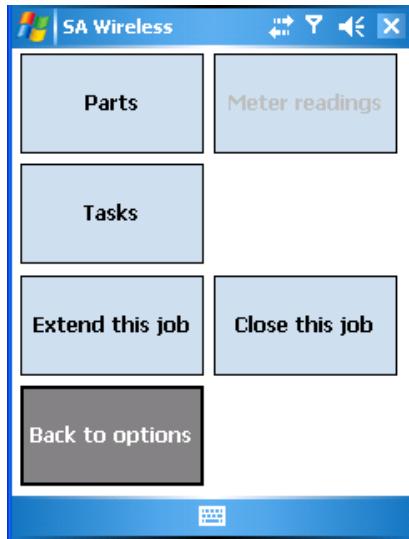
6. If any **test copies** have been used, enter the quantity in the appropriate box.
7. Tap **Save readings** to save the meter readings and return to the completed call options screen.
8. Tap **Back** to exit the meter readings screen without saving any meter readings and return to the completed call options screen.
9. Meter readings must be entered and the call cannot be completed until these have been entered. See page 130 for further details on completing the call.

Update tasks

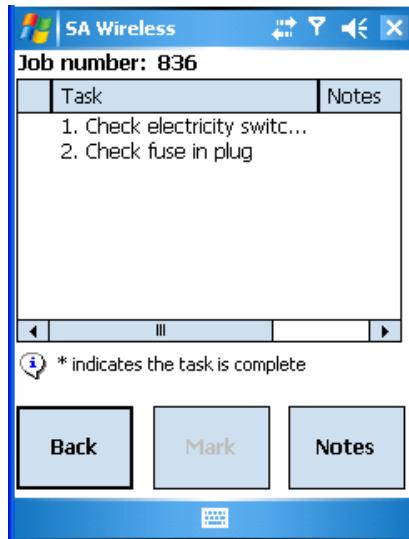
Tasks are associated with specific faults (see Service Accent User Guide for further information).

To update tasks

1. From the complete job options screen, tap **Tasks**;



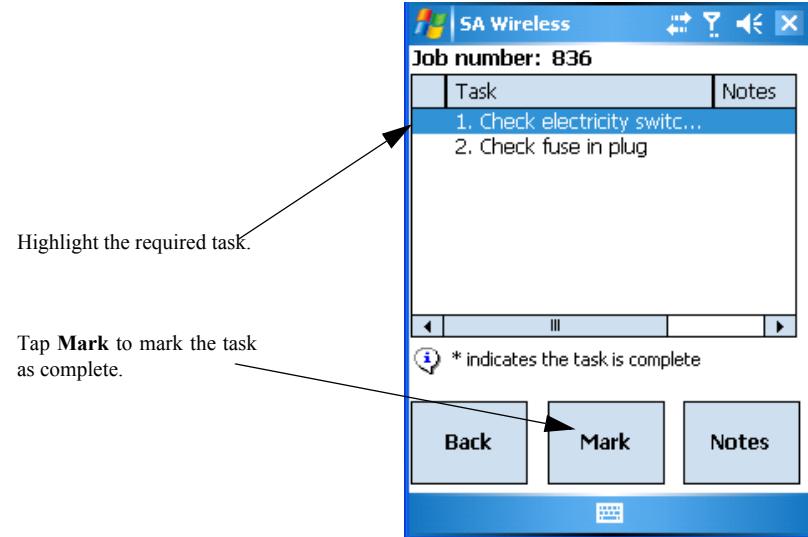
2. If there are no tasks associated with the fault, the **Tasks** button will not be available.
3. If there are associated tasks, the following screen will be displayed;



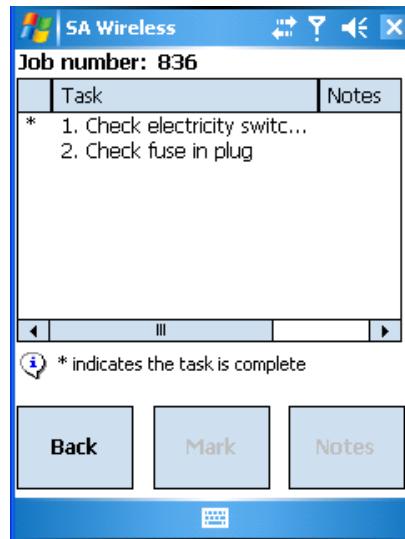


If barcode scanning is enabled, a task cannot be marked as complete through the tasks screen.

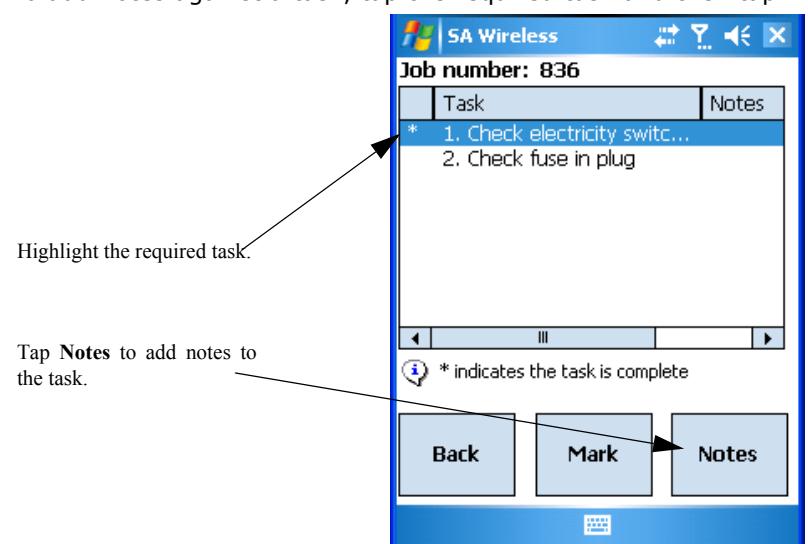
4. To mark a task as completed, tap the required task and then tap **Mark**.



5. This will mark it with an * to indicate the task has been completed.

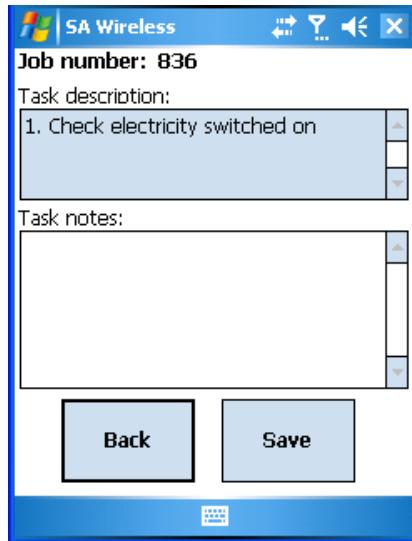


6. To add notes against a task, tap the required task and then tap **Notes**;





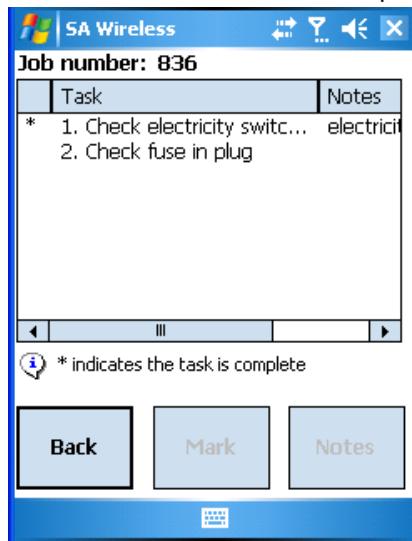
7. The following will be displayed;



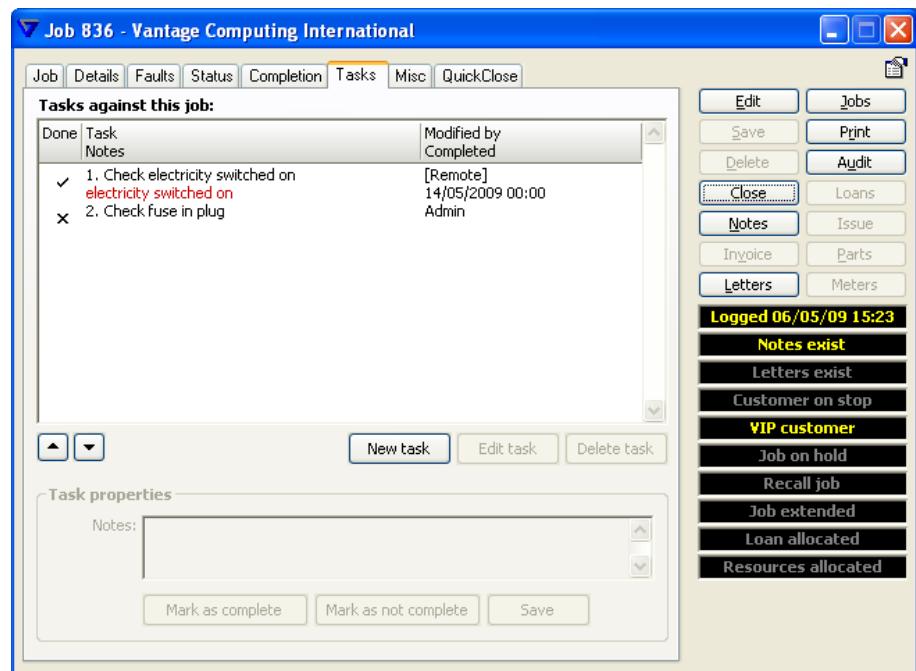
8. Tap in the **Notes** area and enter any notes for this task.

9. Tap **Back** to exit the notes screen without saving the notes.

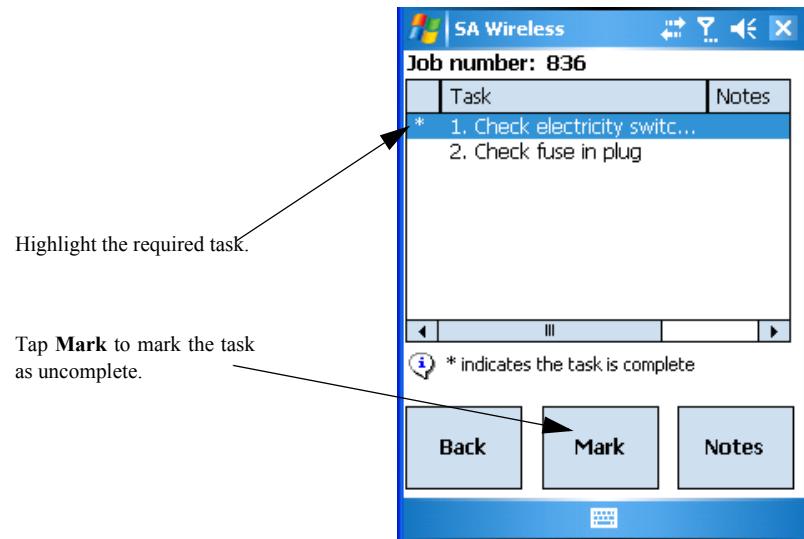
10. Tap **Save** to save the notes and return to the update tasks screen.



11. When the notes have been saved, there are queued up for transmission to the main Service Accent database. After successful transmission, the jobs tasks appear as follows;



12. To mark a task as uncompleted (after it has been marked as complete), tap the required task and then tap **Mark**.



! If there are uncompleted tasks, the call cannot be closed or extended.

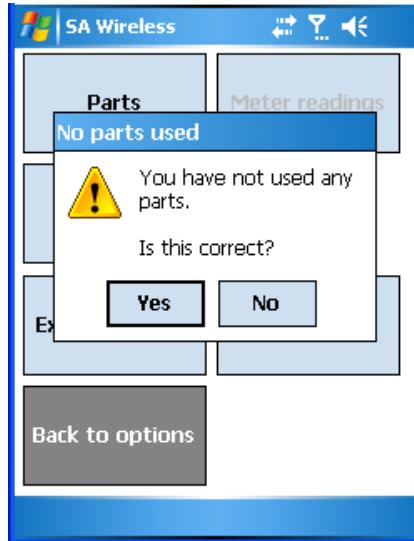


Extend this job

A job can be extended for a variety of reasons. Usually the main reason for extending a job is because the engineer did not have the required parts and needs to obtain these parts and visit the customer again with these parts (return to fit).

Before you can extend a job, all tasks must be completed and all meter readings (if a metered item) must be entered.

If no parts have been used on the job, the following message will be displayed to alert the engineer that they haven't used any parts.



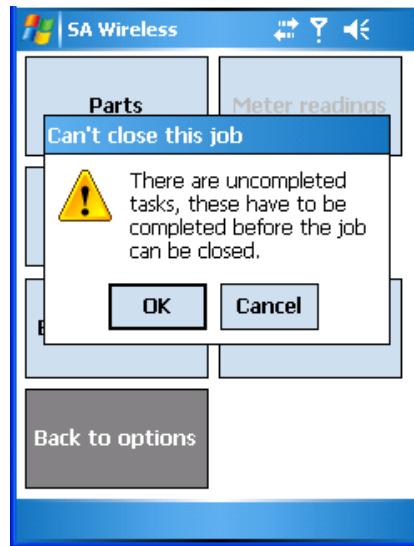
If the engineer hasn't used any parts, tap **No**. If the engineer does need to use parts, tap **Yes** and the parts screen will be displayed (see Use, request or estimate parts on page 77 for further details).

If the job has parts marked as available and the engineer has not indicated that they have used these parts, the following will be displayed;



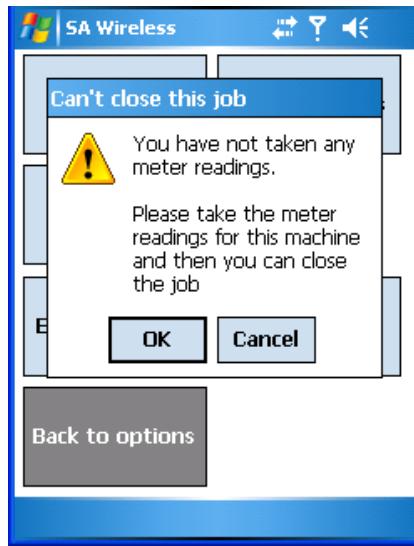
The engineer must either delete these parts or mark them as been used, before the job can be extended. Tap **OK** or **Cancel** and the parts screen will be displayed so that the engineer can delete or use the parts (see To use an available part on page 96 for further details).

If there are uncompleted tasks on the job, the following message will be displayed;



The engineer will have to mark these tasks as complete before they can extend the job. Tap **OK** or **Cancel** and the task screen will be displayed so that the engineer can mark the uncompleted tasks as complete (see Update tasks on page 105 for further details).

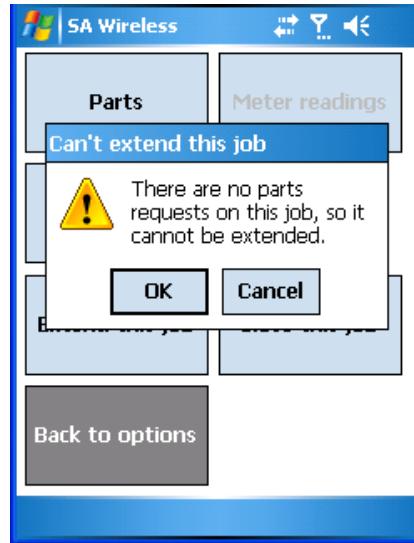
If the job is for a metered item and meter readings have not been entered, the following message will be displayed;



The engineer will have to enter the meter readings before they can extend the job. Tap **OK** or **Cancel** and the meter readings screen will be displayed so that the engineer can enter the readings (see Meter readings on page 104 for further details).



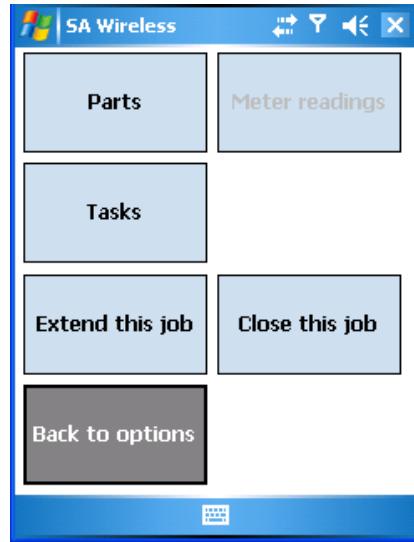
If the parameter to **Only allow a job to be extended, if a parts request has been entered** is enabled (see the Service Accent Wireless Setup Guide) and the engineer has not entered a parts request, the following message will be displayed;



The engineer will have to enter a parts request before they can extend the job. Tap **OK** or **Cancel** and the parts screen will be displayed so that the engineer can enter a parts request (see To request parts for a job on page 93 for further details).

To extend a job

1. From the Complete Options screen,



2. Tap **Extend this job** and the following screen is displayed;

- ✓ If on route, arrival and started times have already been entered (see Viewing job history on page 72 for further details), the times will be shown on this screen.
- ✓ The current date and time are automatically added for the **Finished date** and **Finished time**.

3. In the **Start date** box, either accept the default date shown or enter the date the job was started. Tap on the downward facing arrow and select the date required from the calendar displayed.

Use the arrow to move the month back and the arrow to move the month forwards. Tap on the date required.

4. If the **On route time** has been updated via the job status, that time will be displayed here (see page 59 for details), otherwise enter the time you expected to arrive on site. To enter the time, tap in the on route time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.

5. If the **Arrival time** has been updated via the job status, that time will be displayed here (see page 60 for details), otherwise enter the time you arrived on site. To enter the time, tap in the arrival time box and



use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.

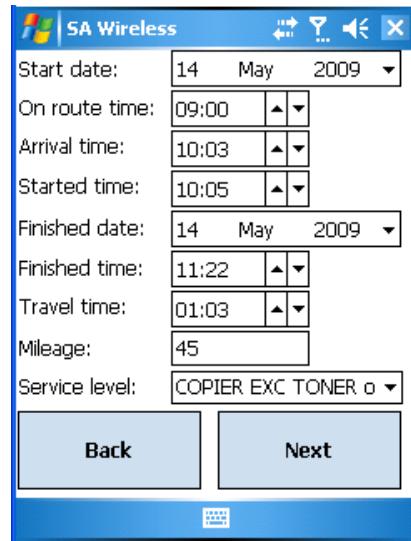
6. If the **Started time** has been updated via the job status, that time will be displayed here (see page 62 for details), otherwise enter the time you started work on the job. To enter the time, tap in the started time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
7. In the **Finished date** box, either accept the default date shown or enter the date the job was finished. The default is the current date. Tap on the downward facing arrow and select the date required from the calendar displayed.



Use the arrow to move the month back and the arrow to move the month forwards. Tap on the date required.

8. In the **Finish time** box, enter the time the job was finished. The current time will be shown as the default. To enter the time, tap in the finished time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
9. The **Travel time** box is automatically calculated as the difference between **On route time** and the **arrival time**. To alter this time, tap in the travel time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
10. In the **Mileage** box, enter the mileage from the last call to this call. This is not a mandatory field.
11. The **Service level** is automatically selected from the main contract. However, this service level can be changed (subject to engineer permissions, see page 37), for this job only, from the drop-down list. A reason for changing the service level would be if the job was chargeable, so changing the service level to Chargeable (or similar) may result in an invoice been produced for the work and parts.

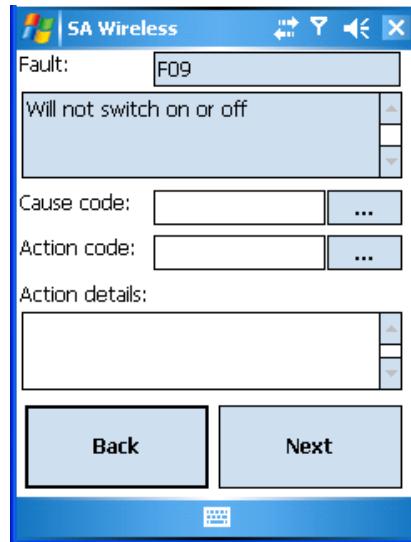
12. An example of a completed screen is shown below;



This screenshot shows a completed job entry screen for 'SA Wireless'. The screen includes fields for Start date (14 May 2009), On route time (09:00), Arrival time (10:03), Started time (10:05), Finished date (14 May 2009), Finished time (11:22), Travel time (01:03), Mileage (45), and Service level (COPIER EXC TONER o). Below these fields are 'Back' and 'Next' buttons. The bottom of the screen has a blue footer bar with a small logo.

13. Tap **Back** to return to the completed job options screen without extending the call. The dates and times will be lost.
14. Tap **Next** to proceed to the next step of extending the call. If any of the times are incorrect, a message will be displayed and the times must be corrected before proceeding to the next stage.

15. The following screen is displayed;

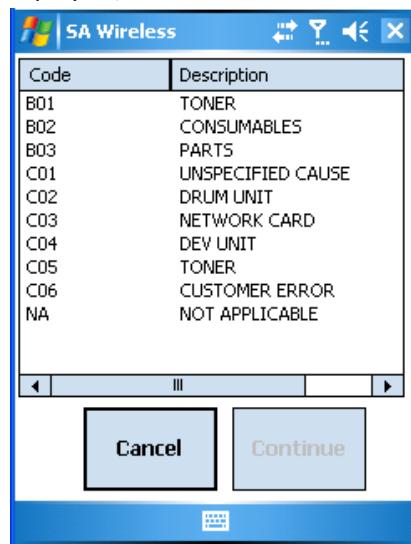


This screenshot shows a fault screen for 'SA Wireless'. It displays a fault code (F09) and a fault description ('Will not switch on or off'). Below these are Cause code and Action code fields, both with '...' buttons. A large 'Action details' section is present. At the bottom are 'Back' and 'Next' buttons.

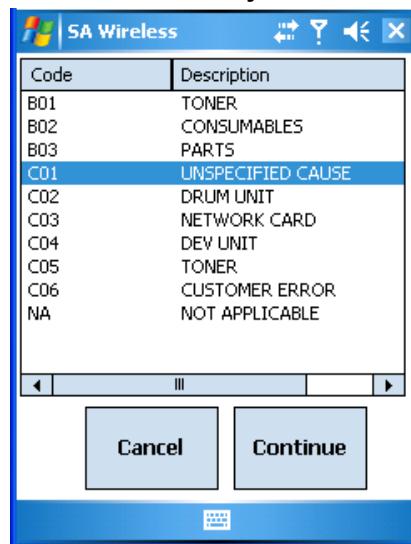
16. The **Fault code** and **fault description** as originally entered when the job was logged, will be displayed. These cannot be changed.



17. To add a **Cause code**, tap adjacent to the **Cause code** box and the following is displayed;

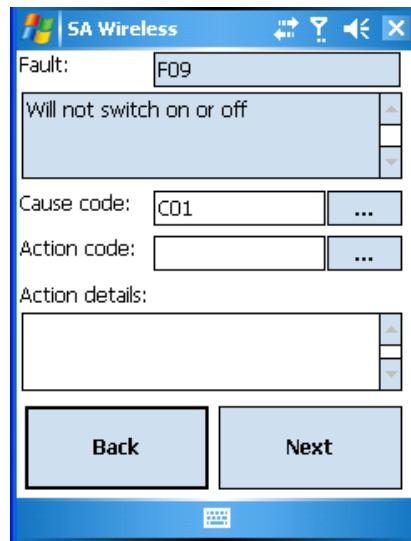


18. Tap the correct **Cause code** for the job

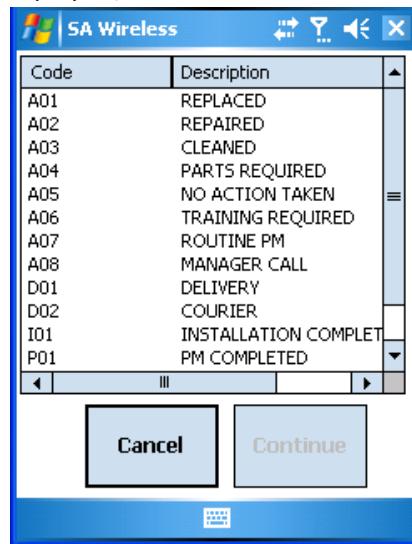


19. Tap **Cancel** to return to the previous screen without adding a cause code.

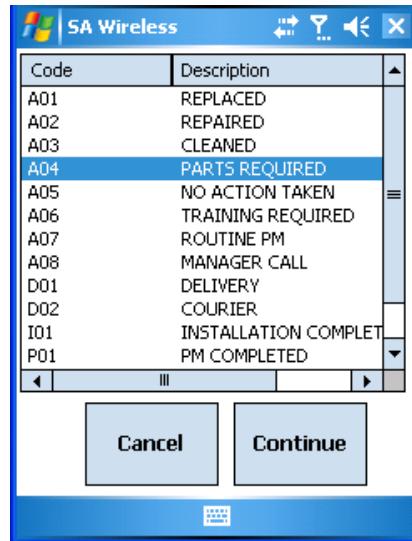
20. Tap **Continue** to add this cause code to the job



21. To add a **Action code**, tap adjacent to the **Action code** box and the following is displayed;

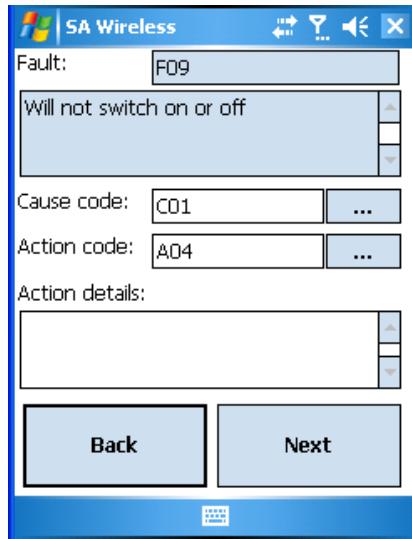


22. Tap the correct **Action code** for the job



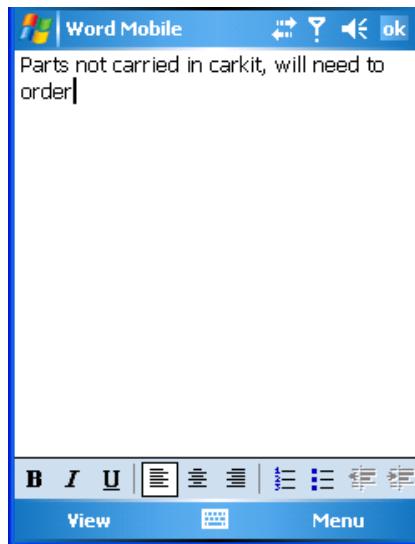
23. Tap **Cancel** to return to the previous screen without adding a action code.

24. Tap **Continue** to add this action code to the job

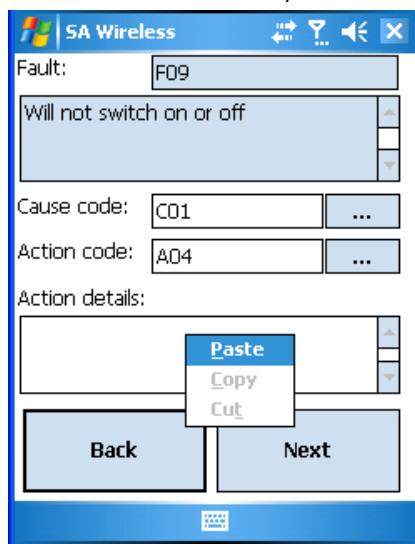




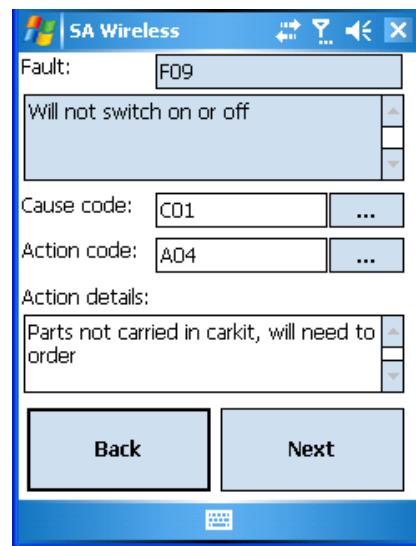
25. If any **Action text** has been setup against this action code (please refer to the Service Accent Installation & Setup Guide), it will automatically populate the **Action details** box.
26. In the **Action details** box, enter any additional comments that relate the action carried out on the job. This is a mandatory entry.
27. Additional, as well as typing into the **Action details** box, you can **Paste**.
28. Open a Microsoft Excel Mobile spreadsheet or a Microsoft Word Mobile document.



29. Tap and hold on the text required
30. Tap **Copy** to copy the text to the clipboard (temporary storage area) or tap **Cut** remove the text, but still copy to the clipboard.
31. Tap and hold in the **Action details** box;



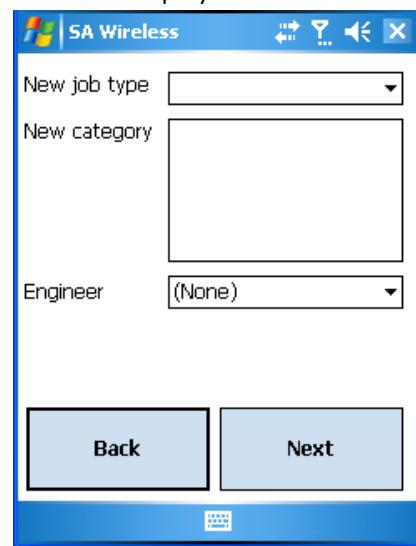
32. Tap **Paste** and the text copied or cut will appear in the **Action details** box.



33. Tap **Back** to return to the job times screen without adding cause or action details. Any information entered in this screen will be lost.

34. Tap **Next** to update the job with these cause and action details.

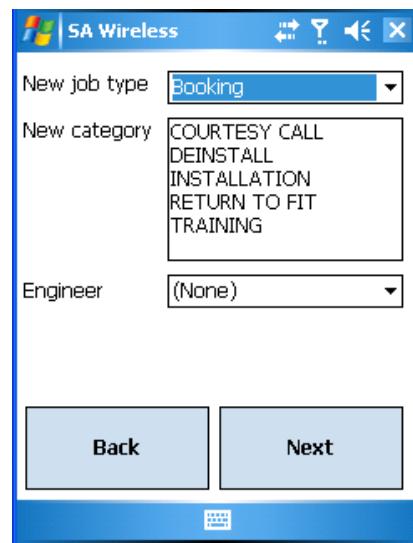
35. The following will then be displayed



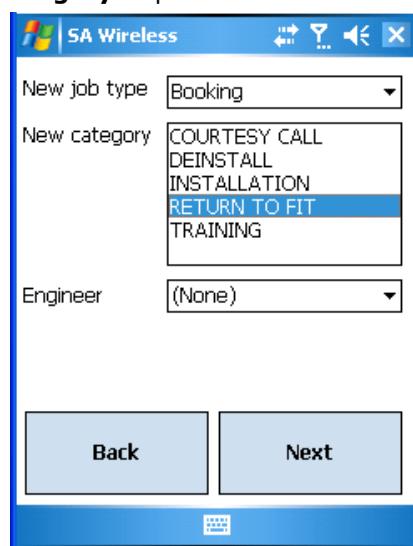
36. From the **New job type** drop-down list, select the new job type for the extended call. If the extended job is a return to fit, the new job type is normally **Booking**.



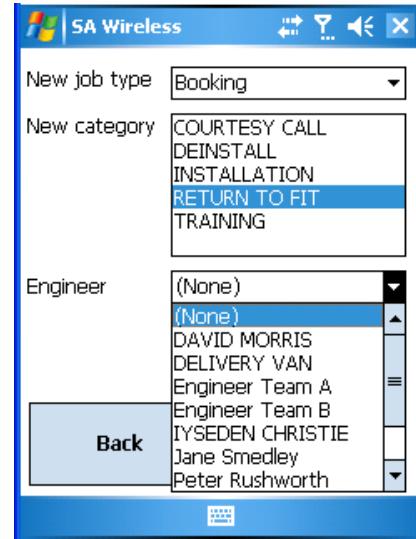
37. The **Job categories** for the new job type will automatically be displayed.



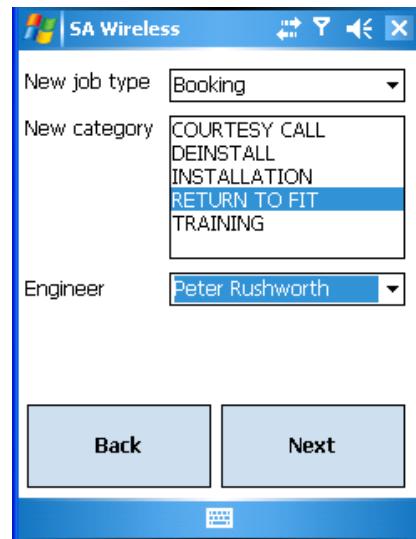
38. Select the **Job category** required



39. From the **Engineer** drop-down list, select the engineer who will be provisionally assigned to the extended call. If the extended call is to be left as unassigned, select **(None)**. If the engineer does not have permission to reassign extended jobs (see Setting engineer permissions on page 37), the only options available on this drop-down list will be (None) and the current engineer.



40. Select the engineer



41. If the parameter to **Automatically send job to engineer when job is extended remotely** is enabled (see the Service Accent Wireless Setup Guide) and the engineer selected is wireless enabled, the job will be sent to the selected engineers device once it has been extended from this device.

42. Tap **Cancel** to return to the close job - fix screen without extending the call

43. Tap **Next** to proceed to the next step of extending the call and obtain a customer signature for the work carried out. The following screen is displayed;



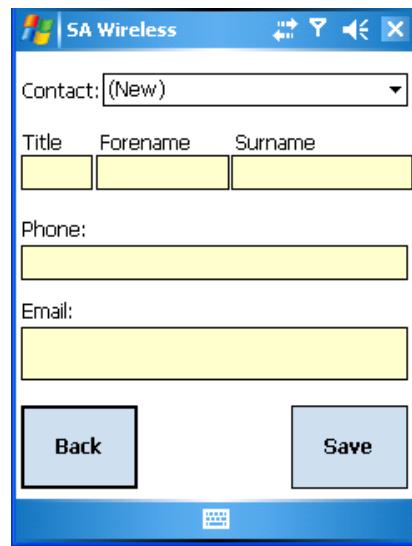
44. If the optional parameter to allow contact amendment and additions is enabled (by default, it is disabled), the following will be displayed. If this option is not enabled, please proceed to step 53.

45. The contact and email address for the job is automatically inserted into the **Name** and **Email** boxes.

46. To change the **contact**, select a contact from the contact drop-down list

47. If an existing customer contact is selected, the contact's email address will populate the **Email** box.

48. If a new contact is required, select **(New)** and the following is displayed



This screenshot shows the 'SA Wireless' application interface for creating a new contact. The title bar says 'SA Wireless'. The main area has a 'Contact: (New)' dropdown menu. Below it are fields for 'Title', 'Forename', and 'Surname', each with a yellow background. There are also fields for 'Phone:' and 'Email:' with yellow backgrounds. At the bottom are 'Back' and 'Save' buttons.

49. Complete the details for the new contact and the tap **Save**. The signature screen will be redisplayed and from the **Contact** drop-down list



This screenshot shows the 'SA Wireless' application interface for accepting a job. The title bar says 'SA Wireless'. The main area displays a message: 'Please confirm your acceptance of jobs 836 by typing your name and signing in the box below.' Below this is a 'Name:' dropdown menu containing 'Miss Sue James', 'Mr Fred Bloggs', and 'Mr Peter Rushworth'. A large text box is labeled 'Please sign here'. At the bottom are 'Back', 'View', 'Clear', and 'Next' buttons.

50. Select the new contact just created.



This screenshot shows the 'SA Wireless' application interface for accepting a job. The title bar says 'SA Wireless'. The main area displays a message: 'Please confirm your acceptance of jobs 836 by typing your name and signing in the box below.' Below this is a 'Name:' dropdown menu with 'Miss Sue James' selected, and an 'Email:' field containing 'sj@abc.co.uk'. A large text box is labeled 'Please sign here'. At the bottom are 'Back', 'View', 'Clear', and 'Next' buttons.



51. If the **Email** address is incorrect for the contact, tap in the email address and enter the correct address. When the signature is sent back to Service Accent, the email address on the customer record will be updated.

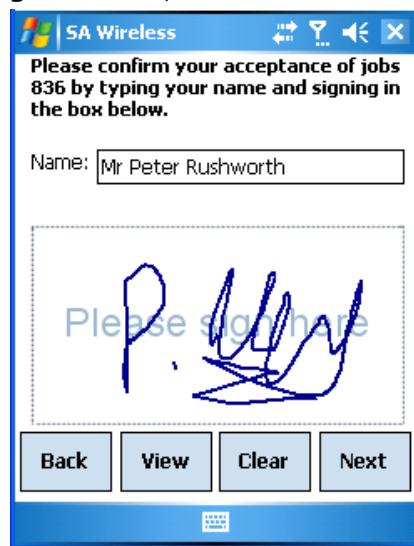
52. Please proceed to step 55.

53. The contact for the job is automatically inserted into the **Name** box.



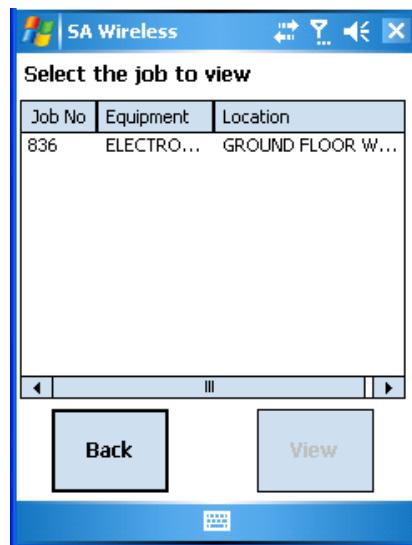
54. If the person signing, is not the person shown in the **Name** box, type in the correct name.

55. In the **Please sign here** box, the customer should sign.



A job cannot be extended unless a customer signature has been taken.

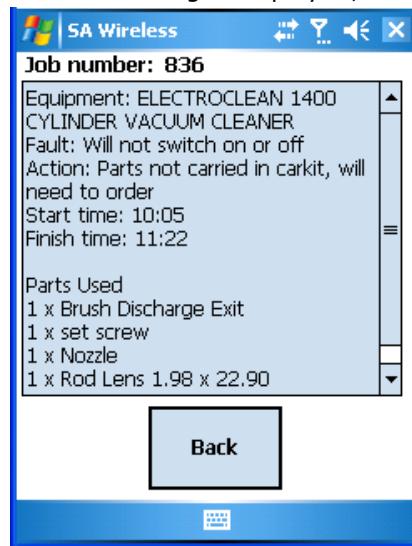
56. Tap **View** to see the details of the job. This is very useful if the customer wishes to see what they are signing for and also if this signature is for multiple jobs (see Multiple jobs, one signature on page 52), all the jobs been signed for will be displayed. The following will be displayed;



57. Highlight the job to view by tapping on the job once



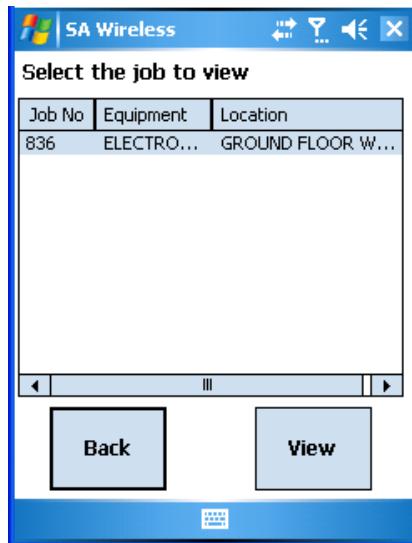
58. then tap **View** and the following is displayed;



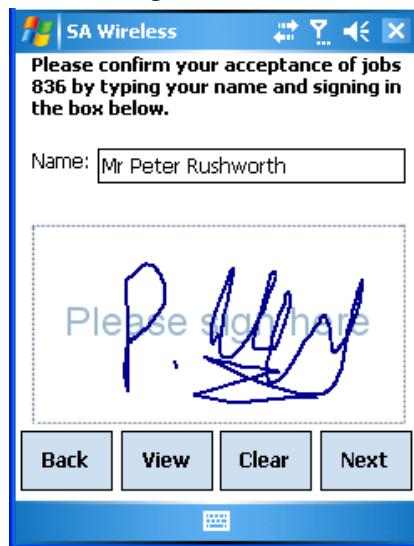
59. Details of the equipment, the fault and action taken, the start and finish time and any parts used are shown.



60. Tap **Back** to return to the **View** screen



61. Tap **Back** to return to the signature screen

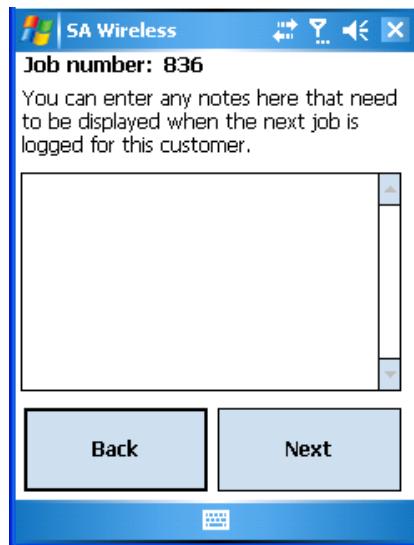


62. Tap **Back** to return to the cause and action codes screen. The signature will not be saved.

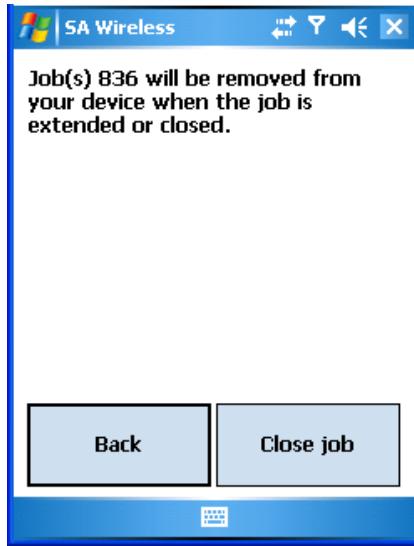
63. Tap **Clear** to clear the signature if entered incorrectly. This will then allow re-entry of the signature.

64. Once the customer has signed in the box provided, tap **Next** to continue. The signature will be sent immediately back to the Service Accent database.

65. The following screen is then displayed;



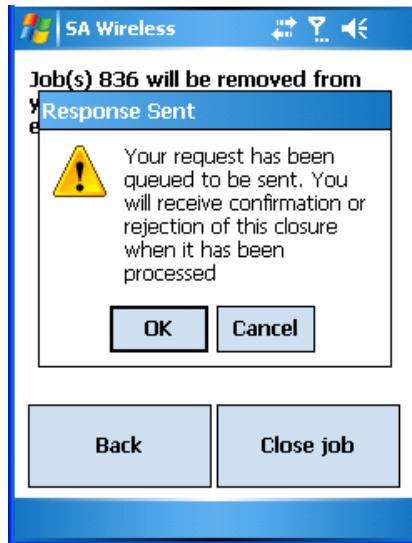
66. To leave notes for the next job logged for this customer, tap in the text box, tap the keyboard icon and enter the notes. The next job notes can be used for reminders for the next engineer that visits this customer.
67. The **next job notes** are not mandatory and can be left blank.
68. Tap **Back** to return to the signature screen. The next job notes will not be saved.
69. Tap **Next** and the following is displayed



70. Tap **Back** to return to the Next job notes screen.
71. The next step is to send the completion details to the Service Accent database.

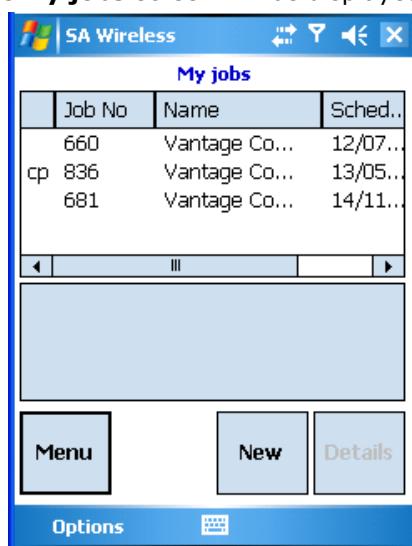


72. Tap **Close job** to close the original and extended this call.



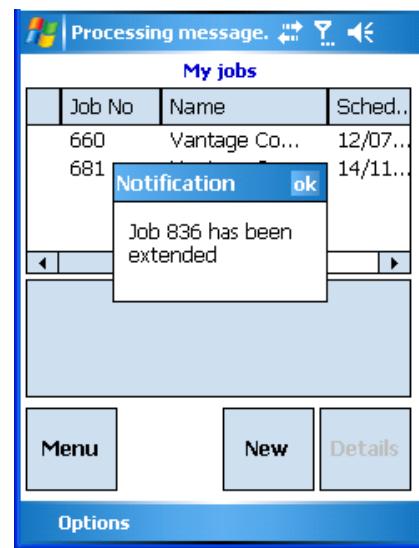
73. If the parameter to **The completion time should be the actual device time** is enabled (see the Service Accent Wireless Setup Guide) The finish time will be changed from the time entered in the times screen and replaced with the time the **Close job** button was tapped. This is useful if you are charging for all the engineers time on site and it has, for example, taken a long to find somebody to sign off the job.

74. The request is queued for sending. Tap **OK** to acknowledge the message and the **My jobs** screen will be displayed.



75. You will notice that the job now has a status of **cp** (Completed but pending). This means that the job has been completed, but is still awaiting confirmation from Service Accent that all the information has been completed correctly.

76. The following screen will be displayed to indicate that the job has been extended.

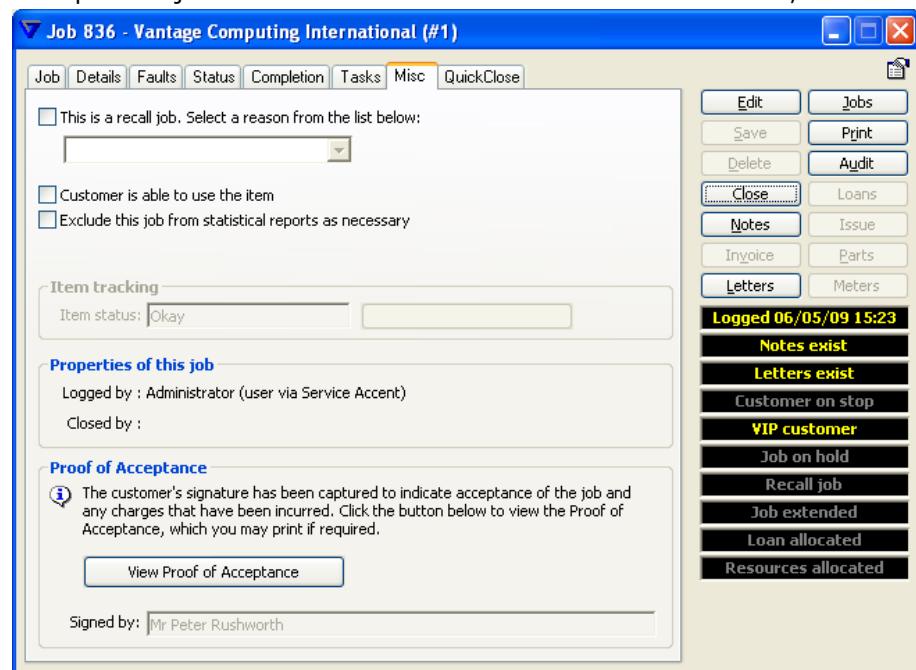


77. Tap **OK** to acknowledge the message.

78. If there are any errors, the job will be marked as **cr** (completed but rejected by Service Accent). These errors will have to be rectified and then the job re submitted for sending.

79. The job (and any associated service history) will be removed from the Service Accent Wireless application.

80. After the job has been extended, the original job in Service Accent is closed and a new extension is created. Each extension will have an associated signature and Proof of Acceptance (POA). To view the POA, open the job record in Service Accent and click the **Misc** tab.



81. Click the **View proof of Acceptance** button and the following will be displayed;



JOB No: 836	ENGINEER SERVICE CO	PROOF OF ACCEPTANCE
CONTRACT NO SC00006	ORDER NO VAN/002	
SERIAL NO 1678635326524	INVOICE ADDRESS	
ASSET NO 36	Vantage Computing International	
SITE ADDRESS	2 Meadow Court	
Vantage Computing International	Meadow Technology Park	
2 Meadow Court	Stevenage	
Meadow Technology Park	Hertfordshire	
Stevenage	SG1 2EF	
Hertfordshire		
SG1 2EF		
JOB TYPE: Field		JOB STARTED ON: 14/05/2009 10:05
CATEGORY: BREAKDOWN		JOB COMPLETED ON: 14/05/2009 12:53
EQUIPMENT: EASY1400 - ELECTROCLEAN 1400 CYLINDER		
VACUUM CLEANER		
FAULT	CAUSE	ACTION
Description: POWER SWITCH FAULTY Comments: Will not switch on or off	Description: UNSPECIFIED CAUSE	Description: PARTS REQUIRED Comments: Parts not carried in carkit, will need to order
Part No	Description	Qty
GS118500	Nozzle	1
S01982290	Rod Lens 1.98 x 22.90	1
191259	set screw	1
1150100041	Brush Discharge Exit	1

Client Signature

Print:



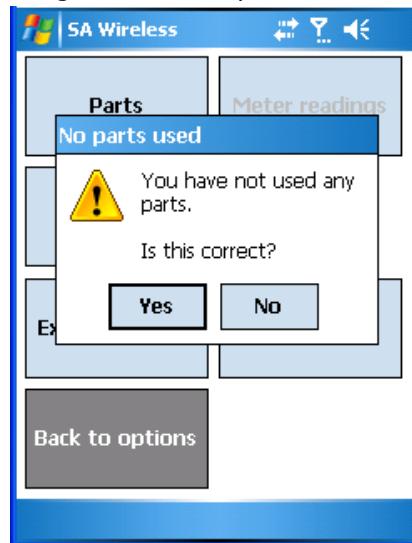
If the optional POA Module has been installed, an automatic PDF copy of the proof of acceptance will be emailed to the person who logged the service call.

Close this job

Once all the work has been completed and the call does not need to be extended, the call has to be closed and all the job times, codes and parts have to be added.

Before you can close a job, all tasks must be completed and all meter readings (if a metered item) must be entered.

If no parts have been used on the job, the following message will be displayed to alert the engineer that they haven't used any parts.



If the engineer hasn't used any parts, tap **No**. If the engineer does need to use parts, tap **Yes** and the parts screen will be displayed (see Use, request or estimate parts on page 77 for further details).

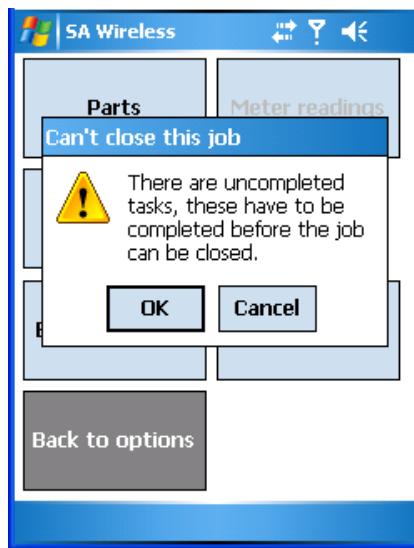
If the job has parts marked as available and the engineer has not indicated that they have used these parts, the following will be displayed;



The engineer must either delete these parts or mark them as been used, before the job can be closed. Tap **OK** or **Cancel** and the parts screen will be displayed so that the engineer can delete or use the parts (see To use an available part on page 96 for further details).

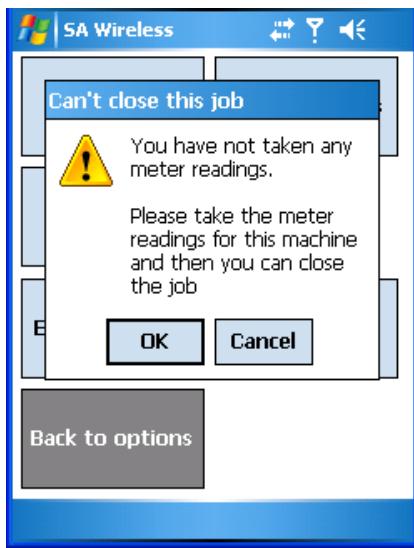


If there are uncompleted tasks on the job, the following message will be displayed;



The engineer will have to mark these tasks as complete before they can close the job. Tap **OK** or **Cancel** and the task screen will be displayed so that the engineer can mark the uncompleted tasks as complete (see Update tasks on page 105 for further details).

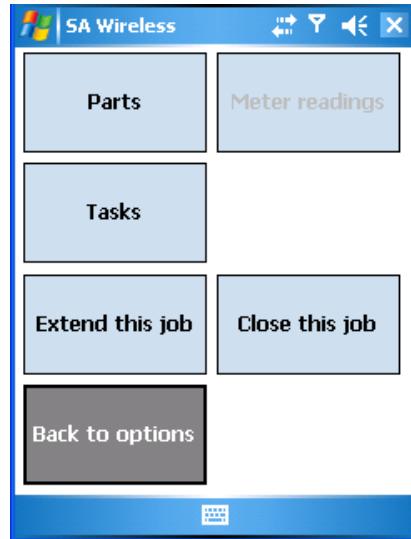
If the job is for a metered item and meter readings have not been entered, the following message will be displayed;



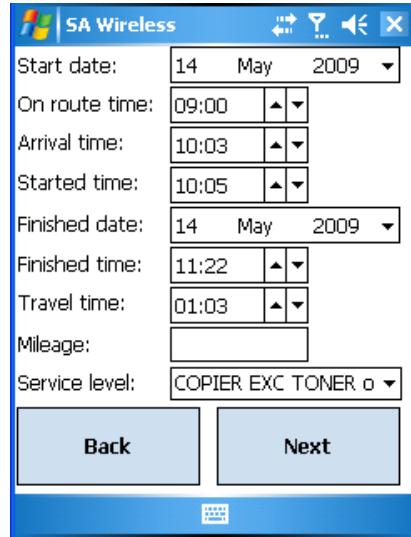
The engineer will have to enter the meter readings before they can close the job. Tap **OK** or **Cancel** and the meter readings screen will be displayed so that the engineer can enter the readings (see Meter readings on page 104 for further details).

To close this job

1. From the Complete Options screen,



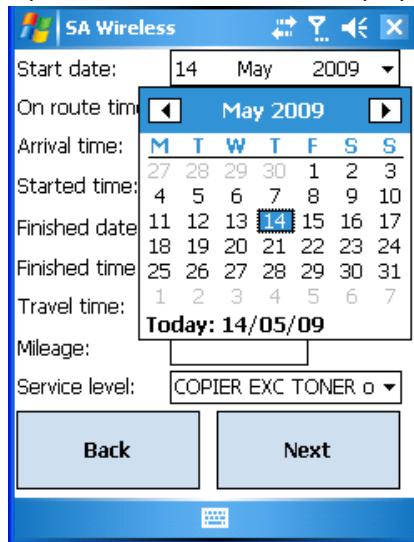
2. Tap **Close this job** and the following screen is displayed;



- ✓ If on route, arrival and started times have already been entered (see Viewing job history on page 72 for further details), the times will be shown on this screen.
- ✓ The current date and time are automatically added for the **Finished date** and **Finished time**.

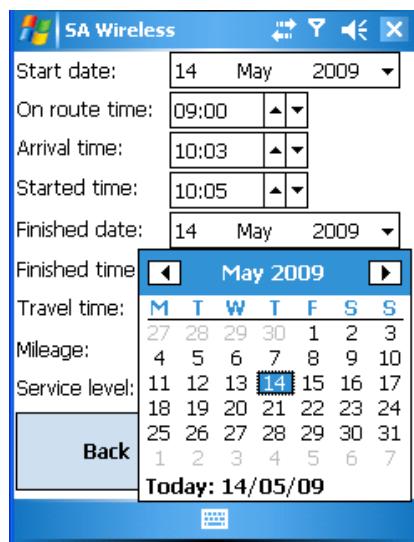


3. In the **Start date** box, either accept the default date shown or enter the date the job was started. Tap on the downward facing arrow ▼ and select the date required from the calendar displayed.



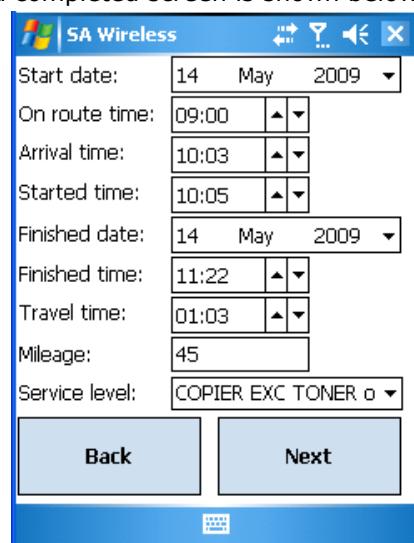
Use the arrow to move the month back and the arrow to move the month forwards. Tap on the date required.

4. If the **On route time** has been updated via the job status, that time will be displayed here (see page 59 for details), otherwise enter the time you expected to arrive on site. To enter the time, tap in the on route time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
5. If the **Arrival time** has been updated via the job status, that time will be displayed here (see page 60 for details), otherwise enter the time you arrived on site. To enter the time, tap in the arrival time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
6. If the **Started time** has been updated via the job status, that time will be displayed here (see page 62 for details), otherwise enter the time you started work on the job. To enter the time, tap in the started time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
7. In the **Finished date** box, either accept the default date shown or enter the date the job was finished. The default is the current date. Tap on the downward facing arrow ▼ and select the date required from the calendar displayed.



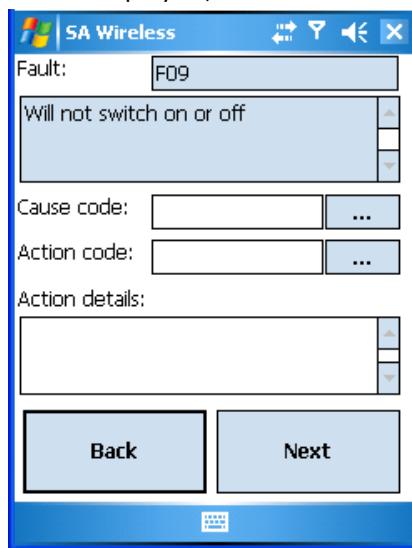
Use the arrow to move the month back and the arrow to move the month forwards. Tap on the date required.

8. In the **Finish time** box, enter the time the job was finished. The current time will be shown as the default. To enter the time, tap in the finished time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
9. The **Travel time** box is automatically calculated as the difference between **On route time** and the **arrival time**. To alter this time, tap in the travel time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
10. In the **Mileage** box, enter the mileage from the last call to this call. This is not a mandatory field.
11. The **Service level** is automatically selected from the main contract. However, this service level can be changed (subject to engineer permissions, see page 37), for this job only, from the drop-down list. A reason for changing the service level would be if the job was chargeable, so changing the service level to Chargeable (or similar) may result in an invoice been produced for the work and parts.
12. An example of a completed screen is shown below;

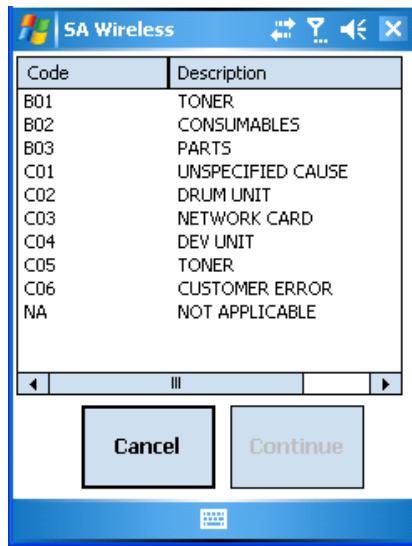




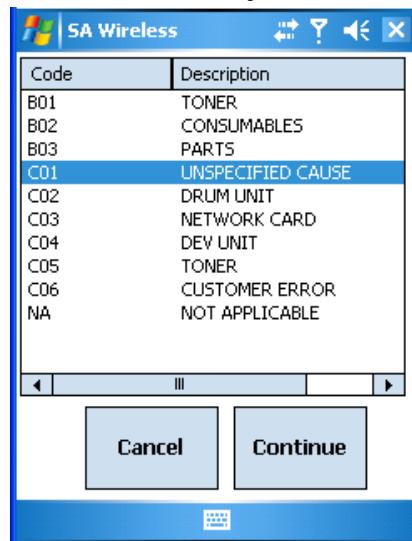
13. Tap **Back** to return to the completed job options screen without closing the call. The dates and times will be lost.
14. Tap **Next** to proceed to the next step of closing the call. If any of the times are incorrect, a message will be displayed and the times must be corrected before proceeding to the next stage.
15. The following screen is displayed;



16. The **Fault code** and **fault description** as originally entered when the job was logged, will be displayed. These cannot be changed.
17. To add a **Cause code**, tap adjacent to the **Cause code** box and the following is displayed;

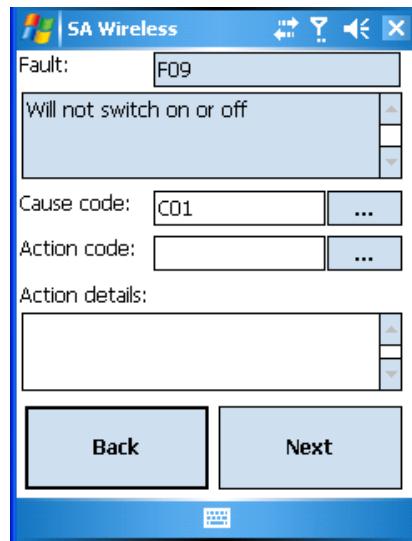


18. Tap the correct **Cause code** for the job

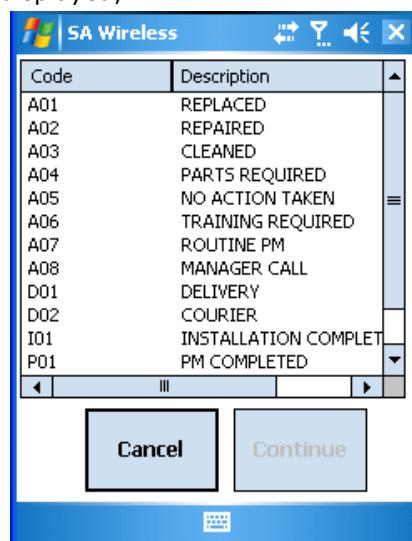


19. Tap **Cancel** to return to the previous screen without adding a cause code.

20. Tap **Continue** to add this cause code to the job

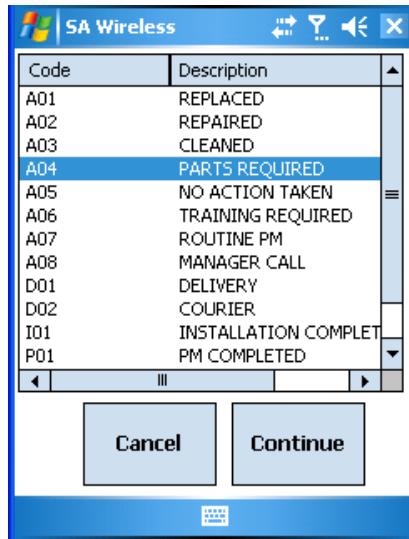


21. To add a **Action code**, tap **...** adjacent to the **Action code** box and the following is displayed;



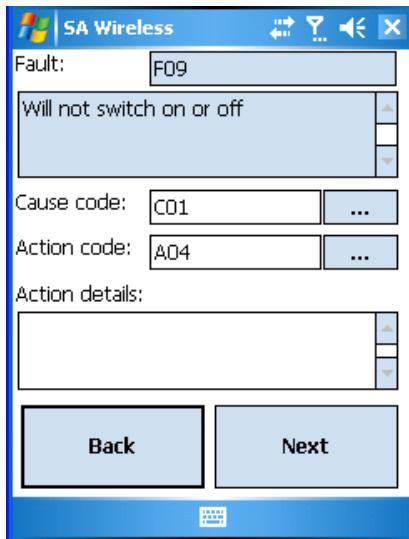


22. Tap the correct **Action code** for the job



23. Tap **Cancel** to return to the previous screen without adding a action code.

24. Tap **Continue** to add this action code to the job

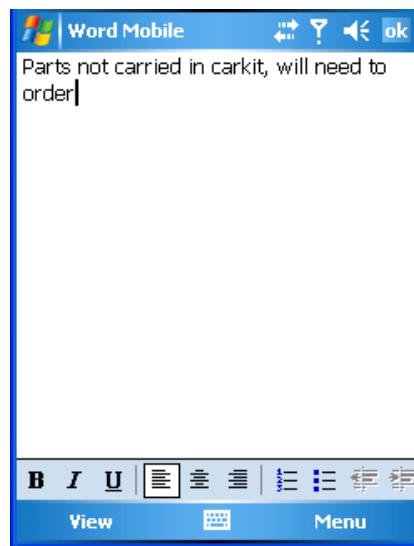


25. If any **Action text** has been setup against this action code (please refer to the Service Accent Installation & Setup Guide), it will automatically populate the **Action details** box.

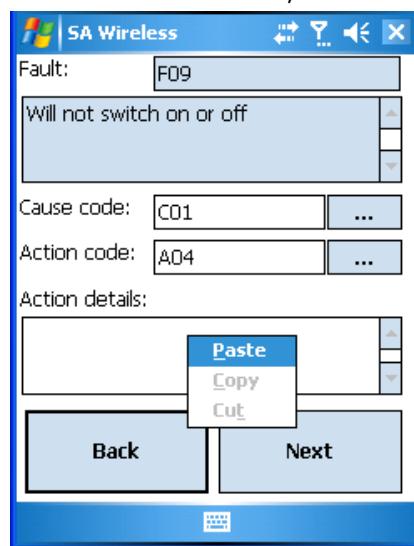
26. In the **Action details** box, enter any additional comments that relate the action carried out on the job. This is a mandatory entry.

27. Additional, as well as typing into the **Action details** box, you can **Paste**.

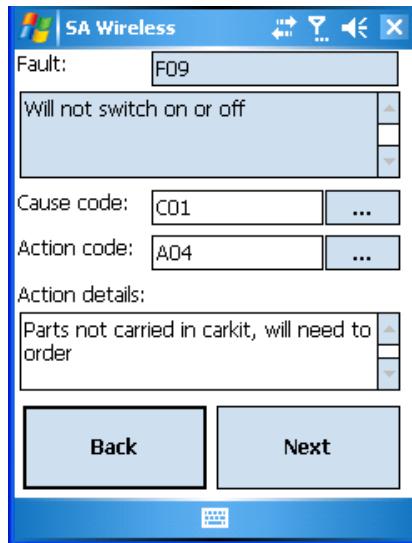
28. Open a Microsoft Excel Mobile spreadsheet or a Microsoft Word Mobile document.



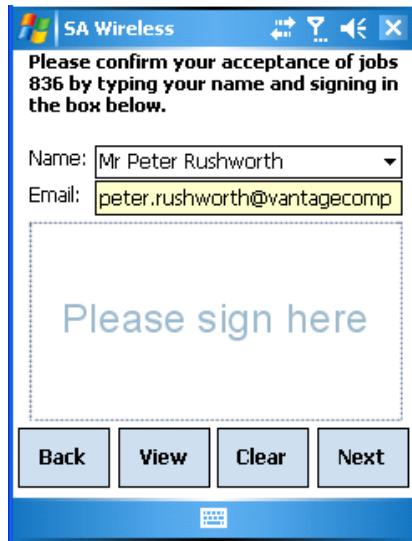
29. Tap and hold on the text required
 30. Tap **Copy** to copy the text to the clipboard (temporary storage area) or tap **Cut** remove the text, but still copy to the clipboard.
 31. Tap and hold in the **Action details** box;



32. Tap **Paste** and the text copied or cut will appear in the **Action details** box.

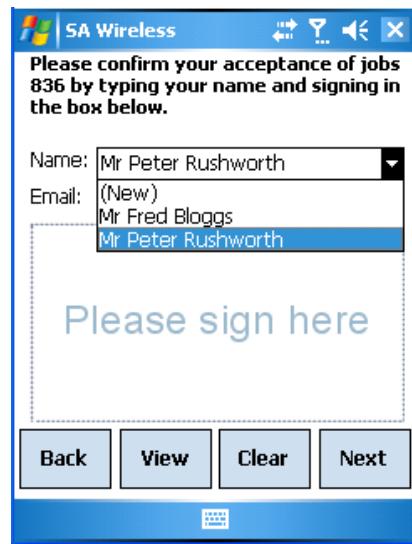


33. Tap **Back** to return to the job times screen without adding cause or action details. Any information entered in this screen will be lost.
34. Tap **Next** to update the job with these cause and action details.
35. If the optional parameter to allow contact amendment and additions is enabled (by default, it is disabled. To enable this option, please contact your support provider), the following will be displayed. If this option is not enabled, please proceed to step 44.



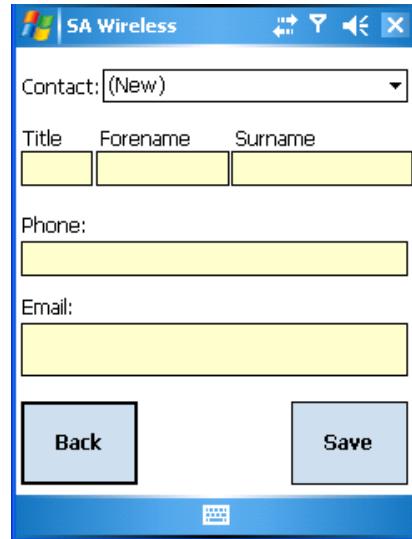
36. The contact and email address for the job is automatically inserted into the **Name** and **Email** boxes.

37. To change the **contact**, select a contact from the contact drop-down list



38. If an existing customer contact is selected, the contact's email address will populate the **Email** box.

39. If a new contact is required, select **(New)**, the following is displayed



40. Complete the details for the new contact and the tap **Save**. The signature screen will be redisplayed and from the **Contact** drop-down list





41. Select the new contact just created.



42. If the **Email** address is incorrect for the contact, tap in the email address and enter the correct address. When the signature is sent back to Service Accent, the email address on the customer record will be updated.

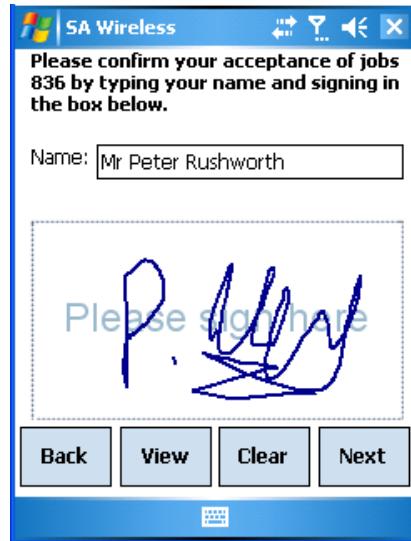
43. Please proceed to step 46.

44. The contact for the job is automatically inserted into the **Name** box.



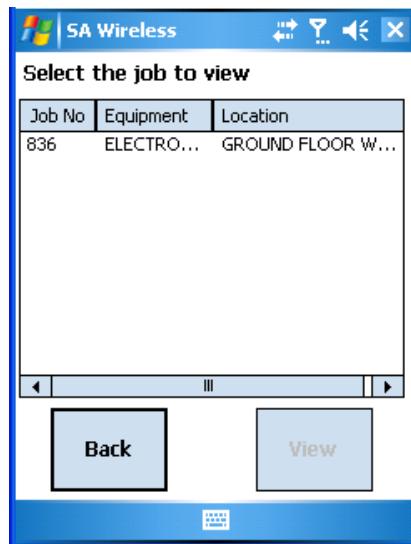
45. If the person signing, is not the person shown in the **Name** box, type in the correct name.

46. In the **Please sign here** box, the customer should sign.

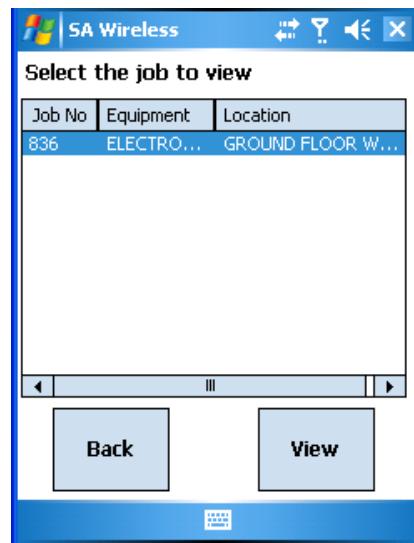


A job cannot be closed unless a customer signature has been taken.

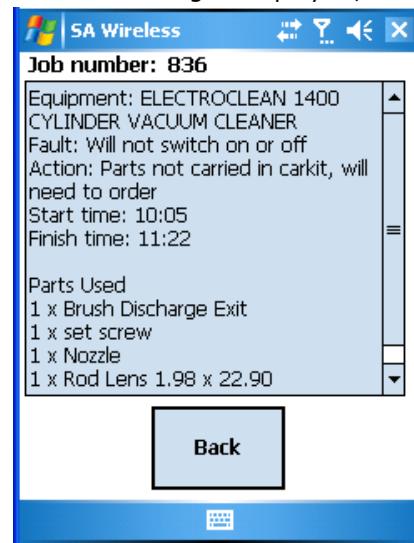
47. Tap **View** to see the details of the job. This is very useful if the customer wishes to see what they are signing for and also if this signature is for multiple jobs (see Multiple jobs, one signature on page 52), all the jobs been signed for will be displayed. The following will be displayed;



48. Highlight the job to view by tapping on the job once

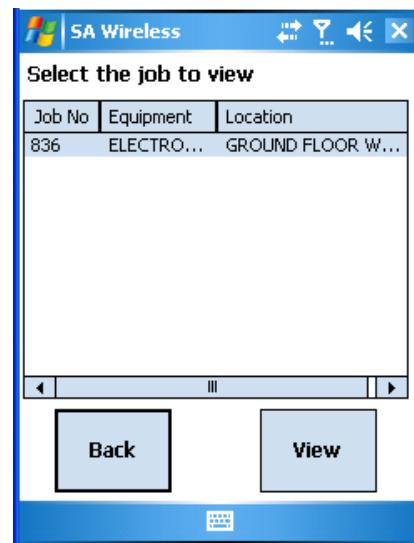


49. then tap **View** and the following is displayed;

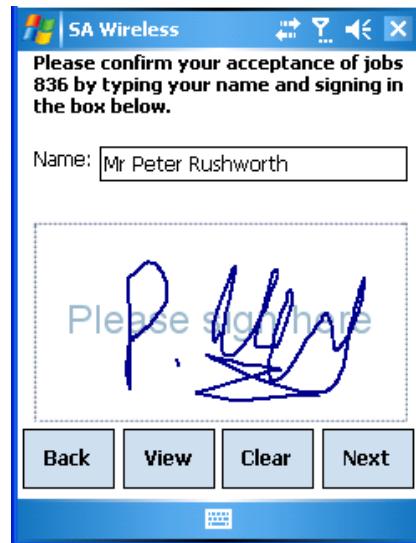


50. Details of the equipment, the fault and action taken, the start and finish time and any parts used are shown.

51. Tap **Back** to return to the **View** screen



52. Tap **Back** to return to the signature screen

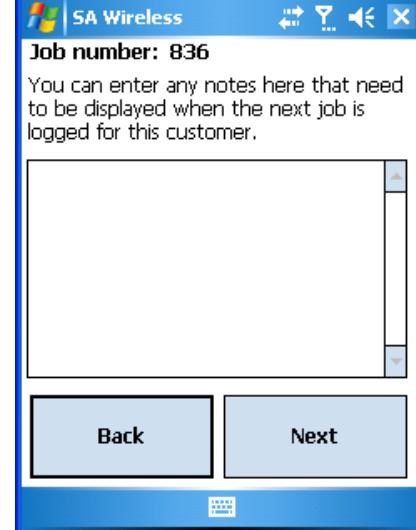


53. Tap **Back** to return to the cause and action codes screen. The signature will not be saved.

54. Tap **Clear** to clear the signature if entered incorrectly. This will then allow re-entry of the signature.

55. Once the customer has signed in the box provided, tap **Next** to continue. The signature will be sent immediately back to the Service Accent database.

56. The following screen is then displayed;



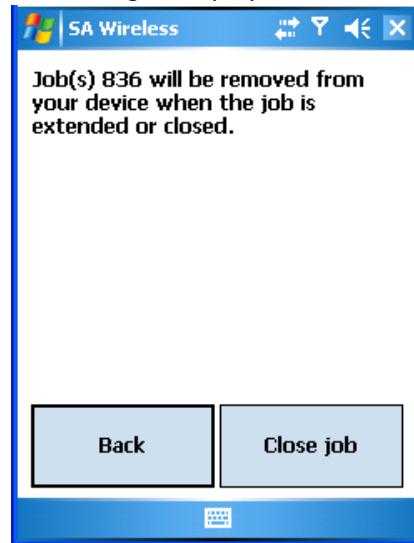
57. To leave notes for the next job logged for this customer, tap in the text box, tap the keyboard icon and enter the notes. The next job notes can be used for reminders for the next engineer that visits this customer.

58. The **next job notes** are not mandatory and can be left blank.

59. Tap **Back** to return to the signature screen. The next job notes will not be saved.



60. Tap **Next** and the following is displayed



61. Tap **Back** to return to the Next job notes screen.

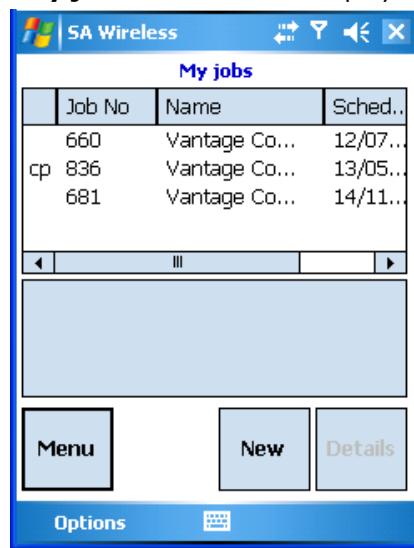
62. The next step is to send the completion details to the Service Accent database.

63. Tap **Close job** to close the original and extended this call.



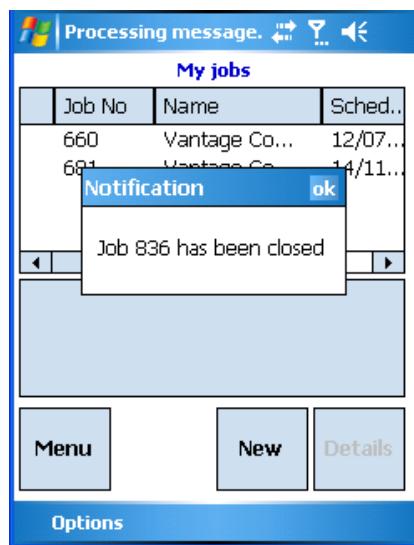
64. If the parameter to **The completion time should be the actual device time** is enabled (see the Service Accent Wireless Setup Guide) The finish time will be changed from the time entered in the times screen and replaced with the time the **Close job** button was tapped. This is useful if you are charging for all the engineers time on site and it has, for example, taken a long to find somebody to sign off the job.

65. The request is queued for sending. Tap **OK** to acknowledge the message and the **My jobs** screen will be displayed.



66. You will notice that the job now has a status of **cp** (Completed but pending). This means that the job has been completed, but is still awaiting confirmation from Service Accent that all the information has been completed correctly.

67. The following screen will be displayed to indicate that the job has been extended.



68. Tap **OK** to acknowledge the message.

69. If there are any errors, the job will be marked as **cr** (completed but rejected by Service Accent). These errors will have to be rectified and then the job re submitted for sending.

70. The job (and any associated service history) will be removed from the Service Accent Wireless application.



71. After the job has been extended, the original job in Service Accent is closed and a new extension is created. Each extension will have an associated signature and Proof of Acceptance (POA). To view the POA, open the job record in Service Accent and click the **Misc** tab,

The screenshot shows the 'Job 836 - Vantage Computing International' window. The 'Misc' tab is selected. In the 'Proof of Acceptance' section, there is a message: 'The customer's signature has been captured to indicate acceptance of the job and any charges that have been incurred. Click the button below to view the Proof of Acceptance, which you may print if required.' Below this message is a button labeled 'View Proof of Acceptance'. To the right of the window, a sidebar displays various status indicators in a grid format, including 'Logged 06/05/09 15:23', 'Notes exist', 'Letters exist', 'Customer on stop', 'VIP customer', 'Job on hold', 'Recall job', 'Job extended', 'Loan allocated', and 'Resources allocated'.

72. Click the **View proof of Acceptance** button and the following will be displayed;

JOB No: 836	ENGINEER SERVICE CO	PROOF OF ACCEPTANCE
CONTRACT NO SC00006	ORDER NO VAN/002	
SERIAL NO 1678635326524	INVOICE ADDRESS	
ASSET NO 36	Vantage Computing International	
SITE ADDRESS	2 Meadoway Court	
Vantage Computing International	Meadoway Technology Park	
2 Meadoway Court	Stevenage	
Meadoway Technology Park	Hertfordshire	
Stevenage	SG1 2EF	
SG1 2EF		
JOB TYPE: Field		JOB STARTED ON: 14/05/2009 10:05
CATEGORY: BREAKDOWN		JOB COMPLETED ON: 14/05/2009 12:53
EQUIPMENT: EASY1400 - ELECTROCLEAN 1400 CYLINDER		
VACUUM CLEANER		
FAULT	CAUSE	ACTION
Description: POWER SWITCH FAULTY Comments: Will not switch on or off	Description: UNSPECIFIED CAUSE	Description: PARTS REQUIRED Comments: Parts not carried in carkit, will need to order
Part No	Description	Qty
GS118500	Nozzle	1
S01982290	Rod Lens 1.98 x 22.90	1
191259	set screw	1
1150100041	Brush Discharge Exit	1
Client Signature		
Print:		
		



If the optional POA Module has been installed, an automatic PDF copy of the proof of acceptance will be emailed to the person who logged the service call.



Log a new job

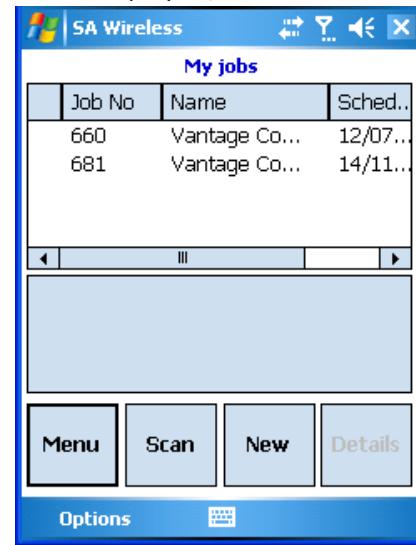
The Service Accent Wireless application allows the engineer to log a new service call (subject to permissions - see Setting engineer permissions on page 37 for further details). This can be very useful if for example, the engineer is at a customer site on a job and the customer asks them to look at a problem with another machine. The engineer can then record these details and consequently book the time, parts etc against a valid job.

To log a new job

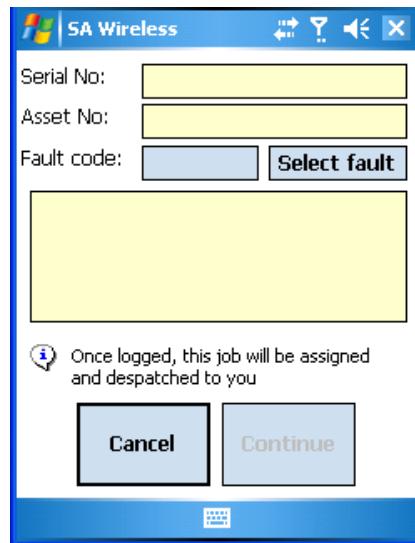
1. Select **Go to my jobs** option from the Service Accent Wireless welcome screen.



1. The **My jobs** screen is displayed;



2. Tap **New** to log a new service call. The following screen is displayed;

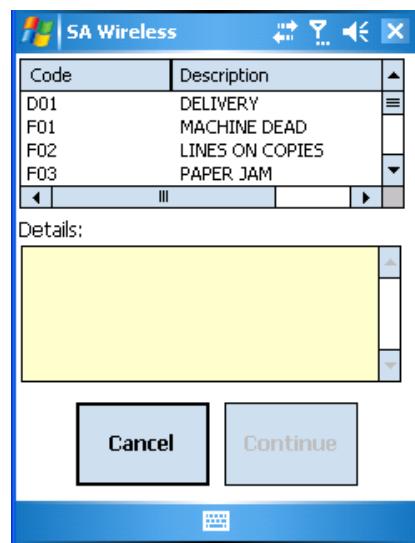


3. Enter the machine serial number in the **Serial No** box.
4. or enter the machine asset number in the **Asset no** box.



A new job can be logged against the serial number only, the asset number only or both serial and asset number, however, Service Accent will check that the serial number and asset number are both for the same machine. Otherwise, an error message will be generated.

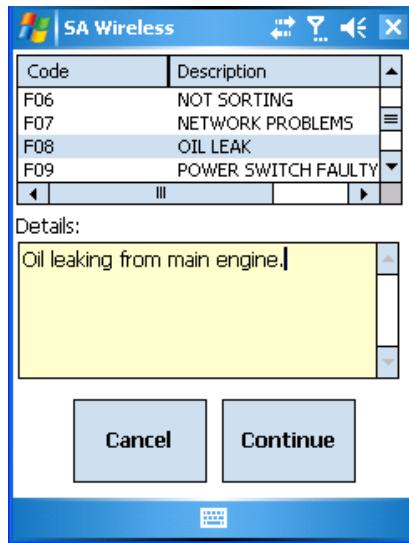
5. To add a **Fault Code**, tap the **Select fault** button and the following will be displayed;



6. Highlight the required **fault code**.

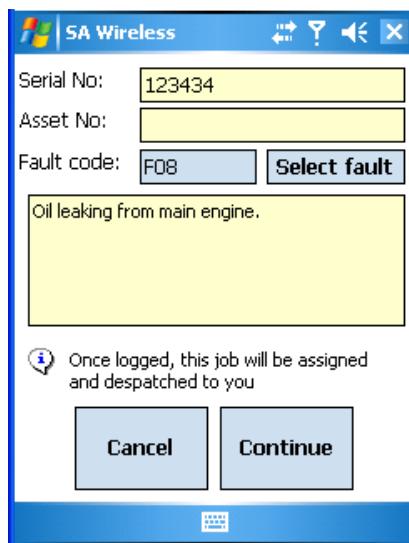


7. Enter further details in connection with the fault into the **Details** box.



8. Tap **Cancel** to return to the new job screen without assigning a fault to the call

9. Tap **Continue** to save the information and return to the new job screen.

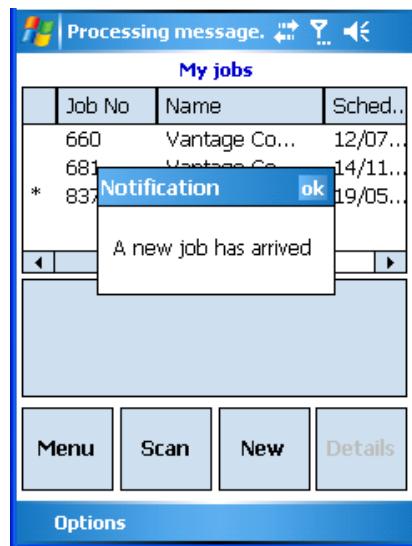


10. Tap **Cancel** to exit the new job screen without saving the new job.

11. Tap **Continue** to log the new job.

12. The new job will be sent to Service Accent and be assigned to the engineer who created the job.

13. The job will then be sent back to the engineers device as an outstanding unviewed job.



14. Tap **OK** to acknowledge the message

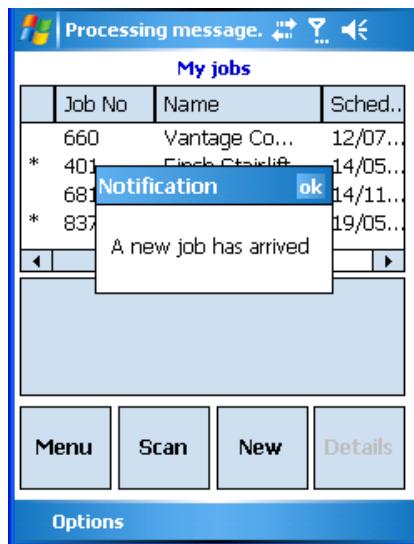


Adding a Resource to a job

A resource (additional engineer) can be added to a job fault in Service Accent (see the Service Accent User guide for information on adding a resource to a fault).

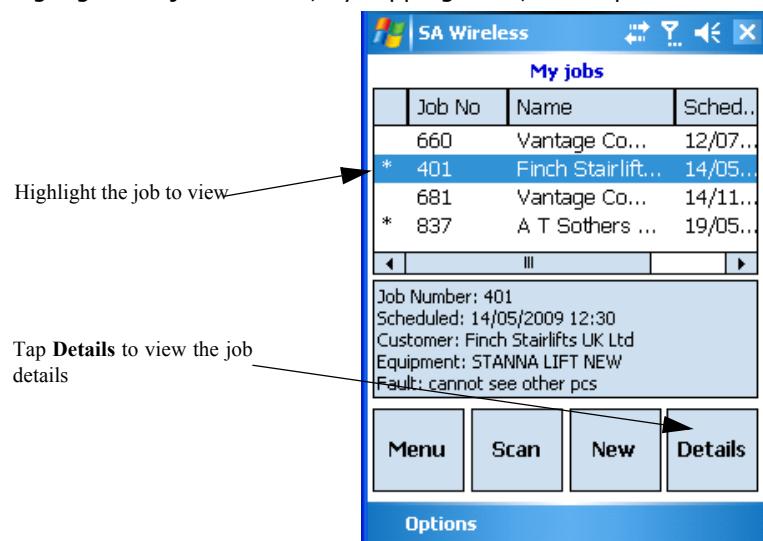
If this resource is wireless enabled (has a PDA running Service Accent Wireless), they too can receive the job on their device. The resource will not be able to add status times, parts, meter readings (if the optional Service Accent Meter Billing module has been licensed), extended the job or collect a customer signature.

The resource will receive the job on their device the same as a normal engineer would.



To close this job

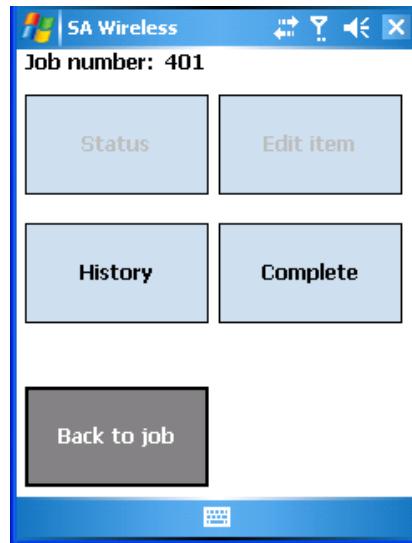
1. Highlight the job to close, by tapping once, and tap **Details**.



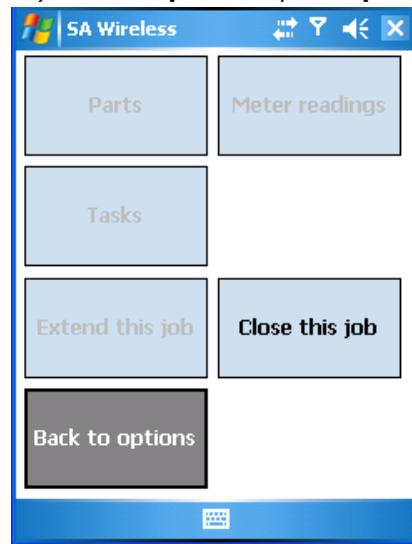
2. The following job details will be shown;



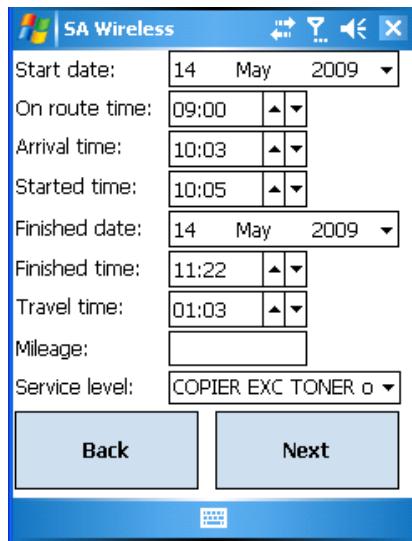
3. Tap **Options**.



4. The only options available are **History** (refer to Viewing job history on page 72 for details) and **Complete**. Tap **Complete**.

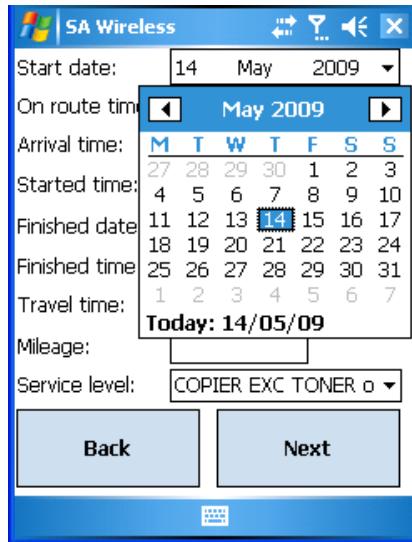


5. From the complete job options screen the only option available is **Close this job**, tap **Close this job**;
 6. The following screen is displayed;



The current date and time are automatically added for the **Finished date** and **Finished time**.

7. In the **Start date** box, either accept the default date shown or enter the date the job was started. Tap on the downward facing arrow and select the date required from the calendar displayed.



Use the arrow to move the month back and the arrow to move the month forwards. Tap on the date required.

8. If the **On route time** has been updated via the job status, that time will be displayed here (see page 59 for details), otherwise enter the time you expected to arrive on site. To enter the time, tap in the on route time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
9. If the **Arrival time** has been updated via the job status, that time will be displayed here (see page 60 for details), otherwise enter the time you arrived on site. To enter the time, tap in the arrival time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.

10. If the **Started time** has been updated via the job status, that time will be displayed here (see page 62 for details), otherwise enter the time you started work on the job. To enter the time, tap in the started time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
11. In the **Finished date** box, either accept the default date shown or enter the date the job was finished. The default is the current date. Tap on the downward facing arrow and select the date required from the calendar displayed.



Use the arrow to move the month back and the arrow to move the month forwards. Tap on the date required.

12. In the **Finish time** box, enter the time the job was finished. The current time will be shown as the default. To enter the time, tap in the finished time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
13. The **Travel time** box is automatically calculated as the difference between **On route time** and the **arrival time**. To alter this time, tap in the travel time box and use the up and down arrows to change the hour and then tap on the minutes and use the up and down arrows to change the minutes. Alternatively, the virtual keyboard can be used to type the hours and minutes.
14. In the **Mileage** box, enter the mileage from the last call to this call. This is not a mandatory field.
15. The **Service level** is not available, as the resource cannot amend this.



16. An example of a completed screen is shown below;

SA Wireless

Start date: 14 May 2009

On route time: 10:00

Arrival time: 10:06

Started time: 10:10

Finished date: 14 May 2009

Finished time: 14:32

Travel time: 00:06

Mileage: 4

Service level: A large text length se

Back Next

17. Tap **Back** to return to the completed job options screen without closing the call. The dates and times will be lost.
18. Tap **Next** to proceed to the next step of closing the call. If any of the times are incorrect, a message will be displayed and the times must be corrected before proceeding to the next stage.
19. The following screen is displayed;

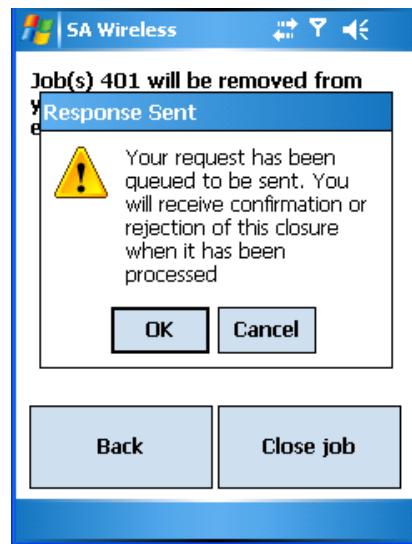
SA Wireless

Job(s) 401 will be removed from your device when the job is extended or closed.

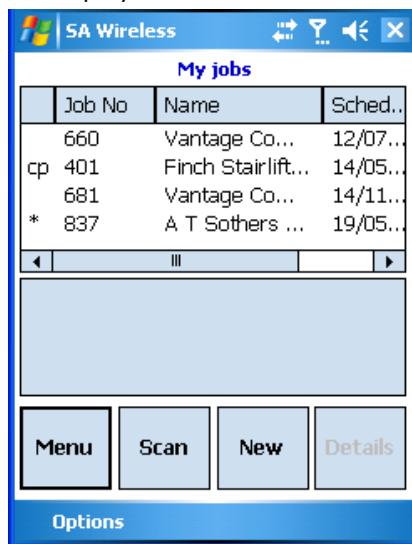
Back Close job

20. Tap **Back** to return to the complete job options screen without closing the call. All the information previously entered will be retained.

21. The next step is to send the completion details to the Service Accent database. Tap **Close job** to close the original and extended this call.



22. The request is queued for sending. If any of the fields have been incorrectly completed, information boxes will be displayed to inform you of this and these fields will have to be amended before the job can be submitted again. Tap **OK** to clear the information box and the **My jobs** screen will be displayed.



23. You will notice that the job now has a status of **cp** (Completed but pending). This means that the job has been completed, but is still awaiting confirmation from Service Accent that all the information has been completed correctly.

24. A message will be displayed to indicate that the job has been closed.

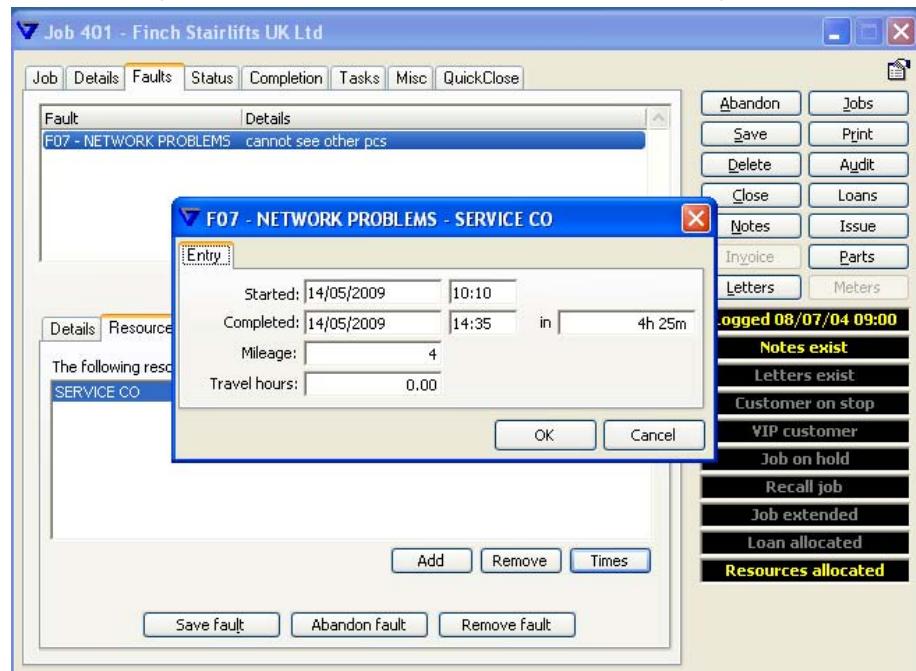
25. Tap **OK** to acknowledge the message.

26. The job (and any associated service history) will be removed from the Service Accent Wireless application.

27. The job will still remain open on Service Accent until the primary engineer completes the call.



28. However, all the times for the resource are now shown;



Scanning

Service Accent Wireless has the ability to scan barcode labels containing inventory serial numbers. This in conjunction with the Service Accent PM Schedule allows the engineer to receive just one job onto the mobile device which has multiple inventory items.

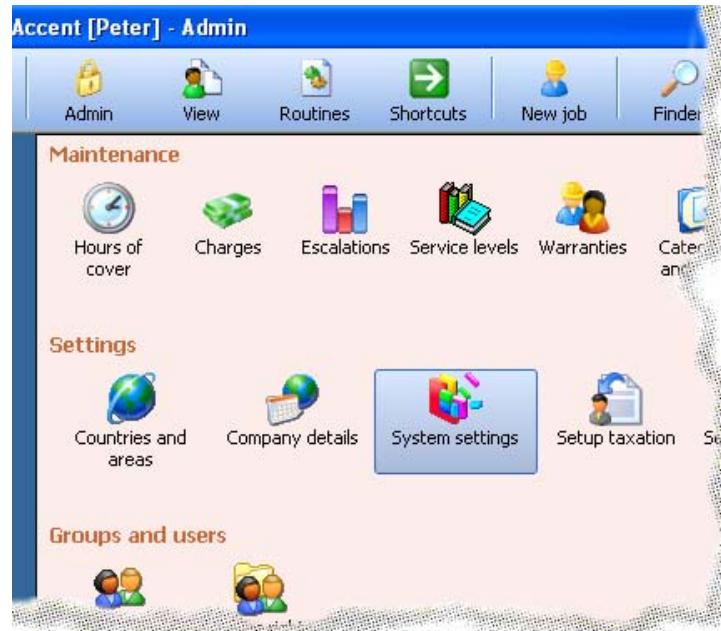
The barcode scanner can be either connected to the PDA device via Bluetooth or physically built into the device (the preferred method). Please contact your support provider for further information on the type of scanner recommended.

Setting up Service Accent for scanning and PM Schedules

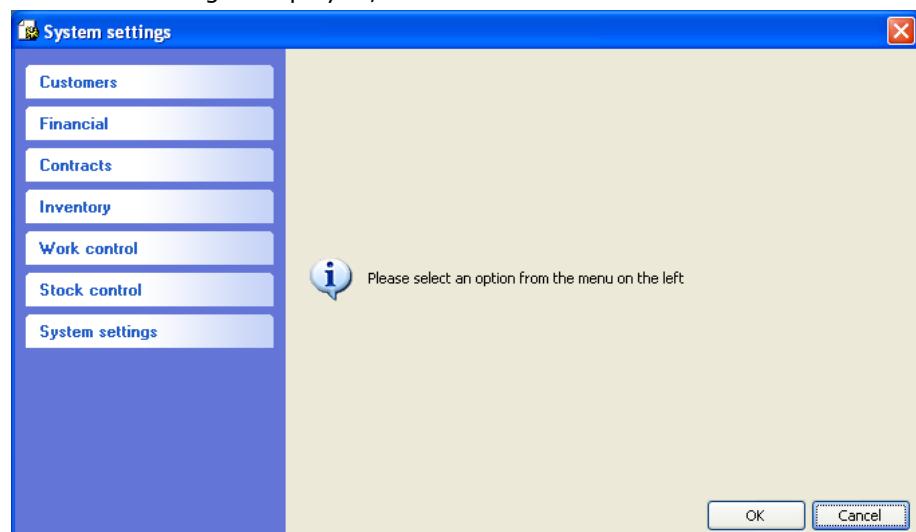


The ability to scan in conjunction with PM schedules will only function from Service Accent version 4.9 build 201 or greater.

1. From the Service Accent button bar, select **Admin**, **Settings** and then **System settings**.

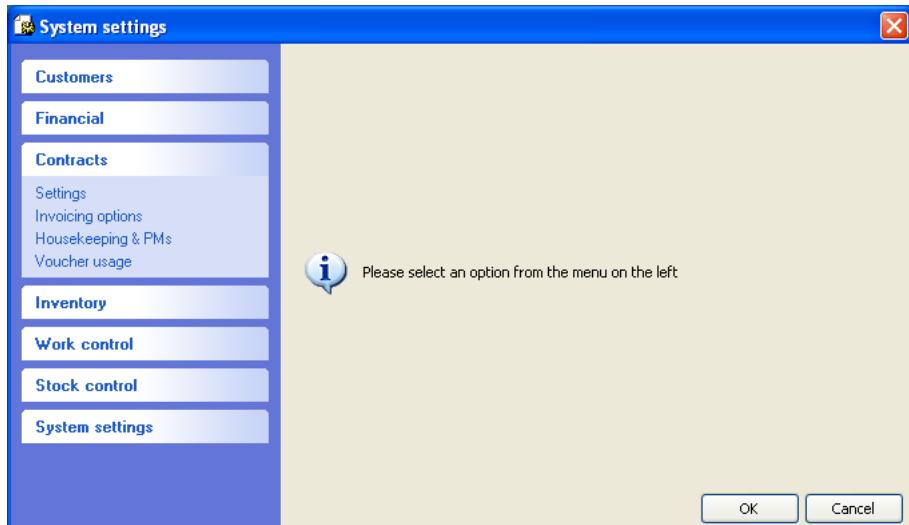


2. The following is displayed;

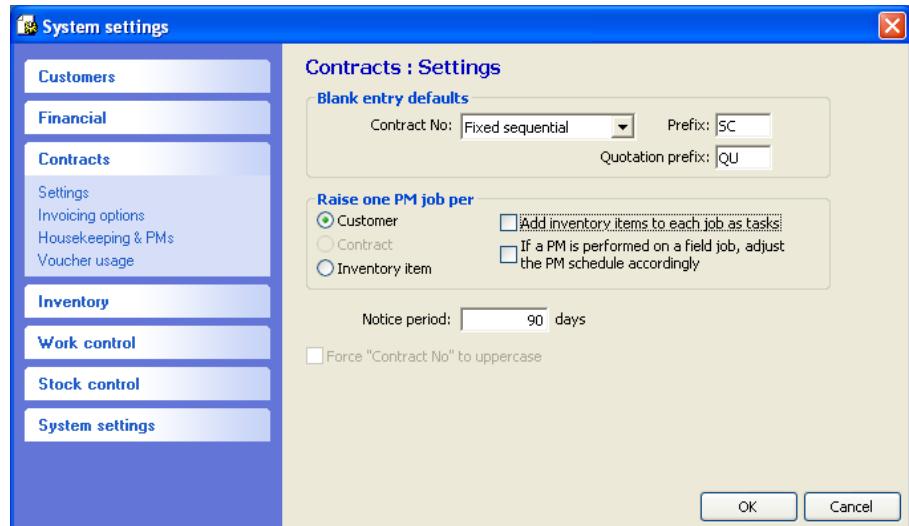




3. Click on **Contracts** and the following is displayed;



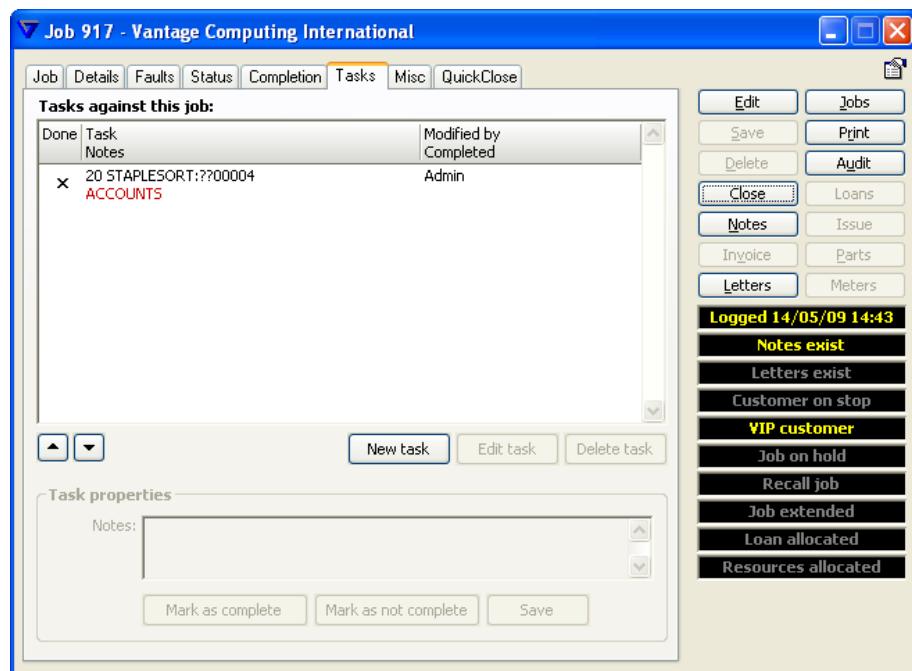
4. Click on **Settings**, the following is displayed;



5. Select **Raise one PM job per customer**.

6. Enable **Add inventory items to each job as tasks**. Enabling this setting will mean that when you generate PM jobs (see the *Service Accent User Manual* for further details on PM generation), all the inventory items allocated to the customer on the same contract as the primary PM job, will be added to the job as tasks.

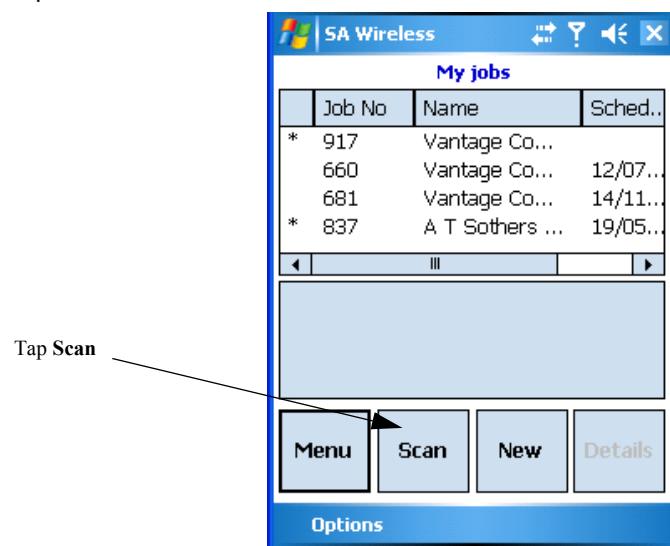
An example of a PM job with the inventory items added as tasks, is show below



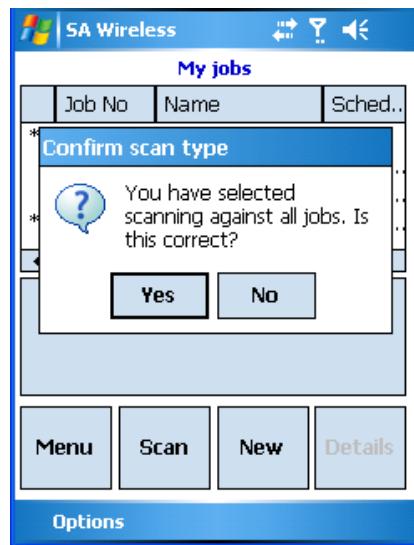
7. Click **OK** to save the settings.

Scanning in Service Accent Wireless

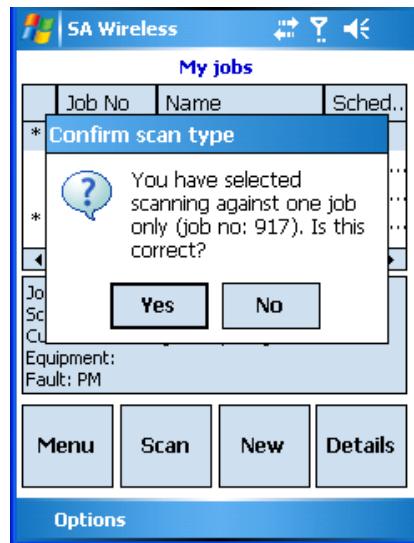
1. Send the job to the engineers mobile device as normal.
2. The engineer can either select a job to scan or let the application check to see which job the barcode belongs to.
3. Tap **Scan**.



4. If the engineer scans against all jobs (that is they have not selected a job from the jobs list), the following will be displayed;

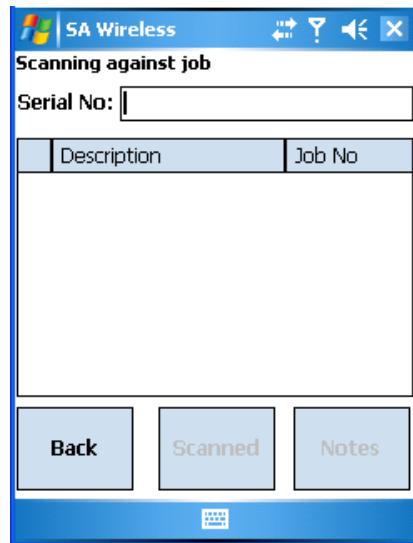


5. Tap **Yes** to scan against all jobs or tap **No** to return to the jobs list screen to select a job.
6. If the engineer scans just against one job, the following will be displayed;



7. Tap **Yes** to confirm you are only scanning against one job or tap **No** to return to the jobs list screen to select another job.

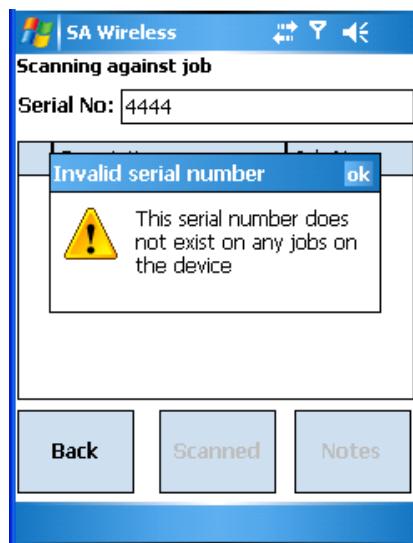
8. The following is displayed



9. The cursor is automatically in the **Serial no** box, ready for the first scan.

10. Scan the barcode label and the barcode will automatically be inserted into the **Serial no** box and validated. The barcode is checked to see if it exists as part of the task description in the selected job or all of the jobs on the device.

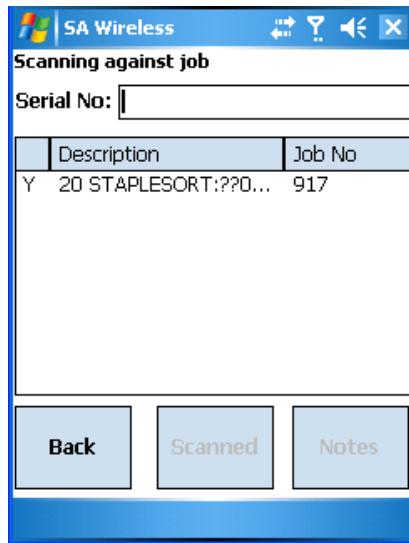
11. If the barcode does not exist on any jobs on the device, the following will be displayed



12. Tap **OK** to acknowledge the message.

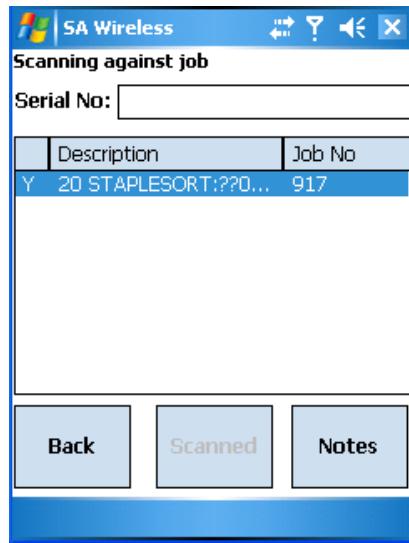


13. If the barcode does exist on a job, the following will be displayed

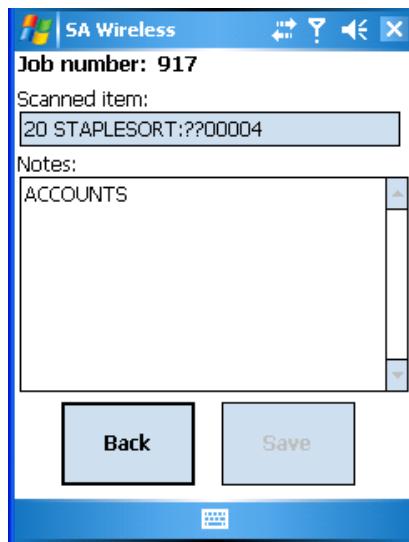


14. The screen will display the **Description** and the **Job Number** and a **Y** to indicate a successful scan.

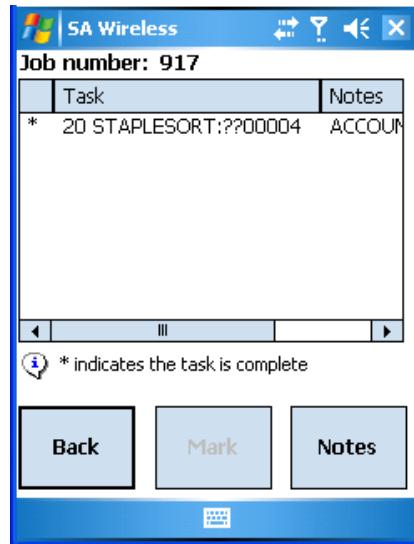
15. If any **Notes** need to be added, highlight the serial number



16. Tap **Notes** and the following will be displayed

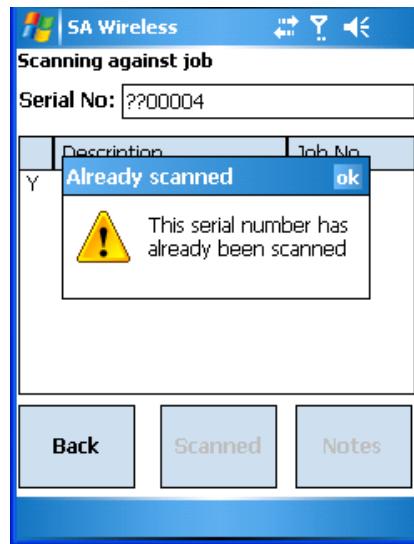


17. In the **Notes** area, enter any notes. The first line of the notes is always the physical location of the inventory item and should not be removed.
18. Tap **Back** to exit the notes screen, without saving any notes, and return to the scan screen.
19. Tap **Save** to save the notes and return to the scan screen.
20. After an item has been successfully scanned, the tasks screen (see page 105) appears as follows

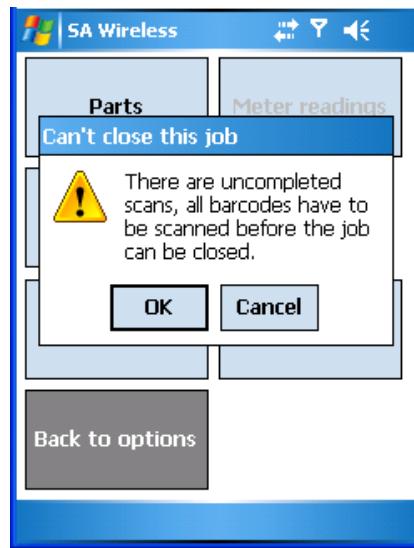


If barcode scanning is enabled, a task cannot be marked as complete through the tasks screen.

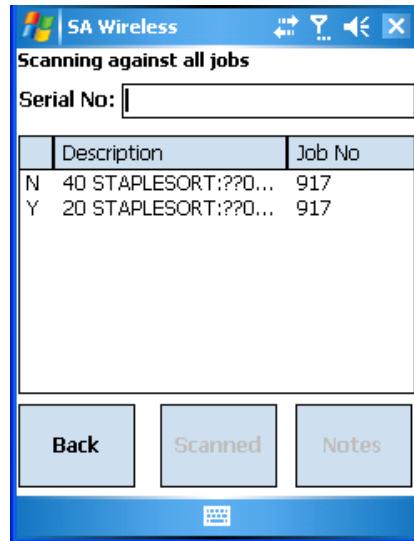
21. If a barcode label has been previously scanned, the following will be displayed



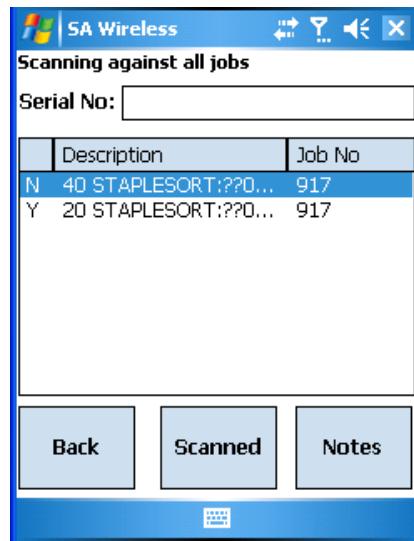
22. Tap **OK** to acknowledge the message.
23. Repeat previous steps until all labels have been scanned
24. Tap **Back** to exit the scan screen and then complete the calls as normal.
25. If there are uncompleted scans, the call cannot be closed or extended and the following message will be displayed when either the **Close this job** or **Extend this job** buttons are tapped.



26. Tap **OK** or **Cancel** and the scan screen will be displayed, indicating which items have not been scanned (a **N** will show next to the description).

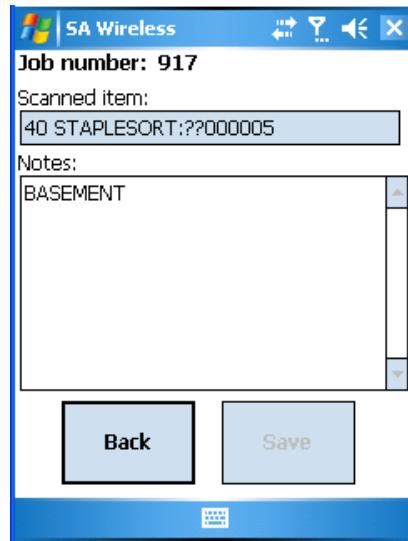


27. Highlight the item not scanned

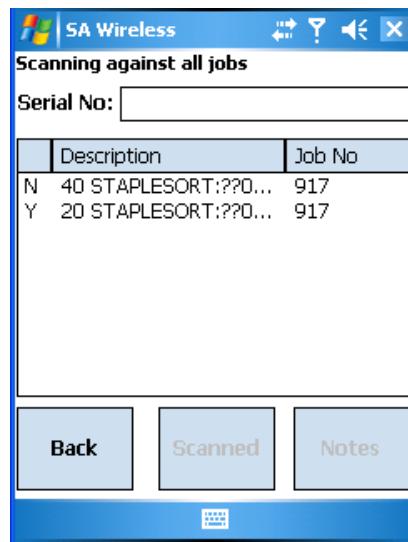


28. The **Scanned** and **Notes** buttons become active.

29. Tap **Notes** to find the physical location of the item



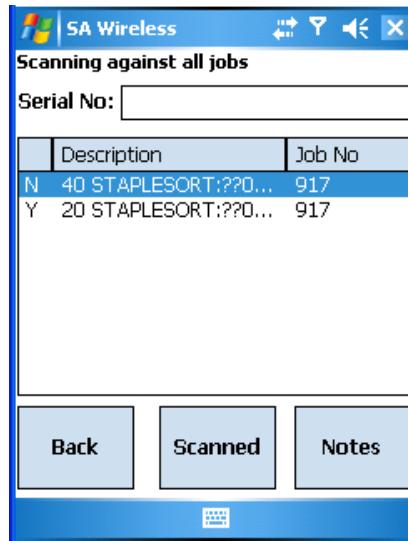
30. Tap **Back**



31. Go to the location indicated in the notes and scan the item as normal.

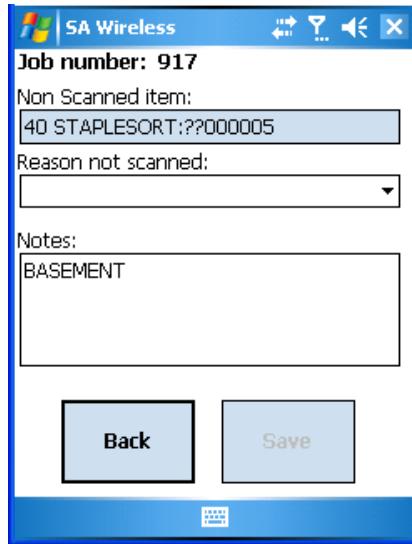
32. If the unscanned item cannot be scanned for any reason, the engineer can manually indicate that the item has been scanned and then provide a reason as to why it was manually marked as scanned.

33. Highlight the item not scanned



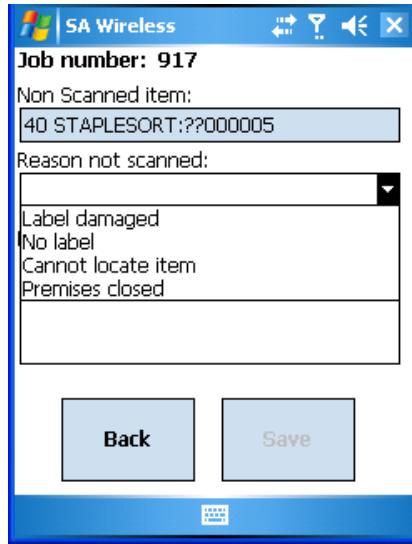


34. The **Scanned** and **Notes** buttons become active. Tap **Scanned**



35. Tap **Back** to return to the scanned items screen. The unscanned item will still be marked as unscanned and the job still cannot be closed or extended.

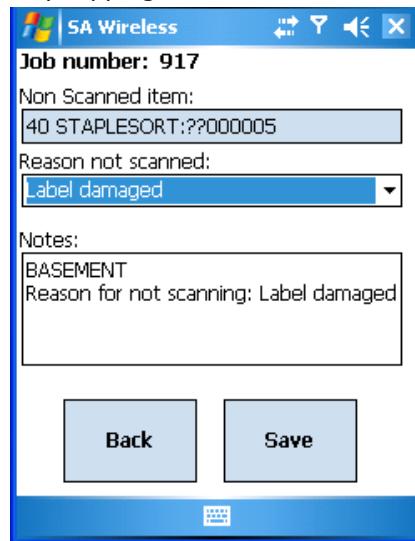
36. In order to manually mark the item as scanned, the engineer needs to provide a reason. Tap the **Reason not scanned** drop-down list and the following is displayed



37. There are four possible reasons for an item not been scanned

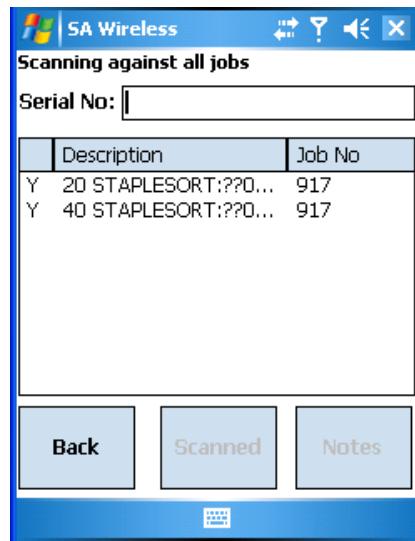
- **Label damaged** - the barcode label is damaged and cannot be read by the barcode scanner.
- **No label** - there isn't a barcode label on the inventory item.
- **Cannot locate item** - the inventory item cannot be physically found.
- **Premises closed** - unable to gain access to the location to scan the inventory item.

38. Select the reason by tapping once.



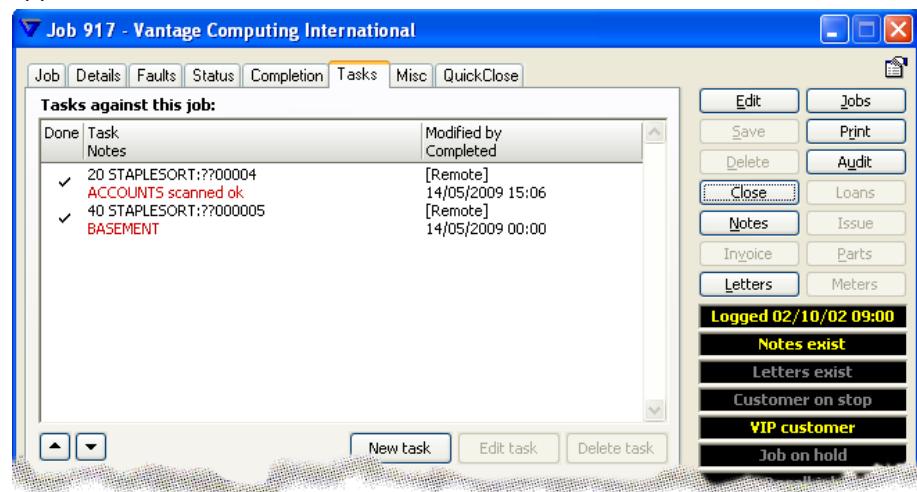
39. The **Notes** are updated with the reason for not scanning and the **Save** button becomes active.

40. Tap **Save** to save the details.



41. Tap **Back** and continue to close the call.

Once the call has been closed, the task list on the job in Service Accent appears as follows





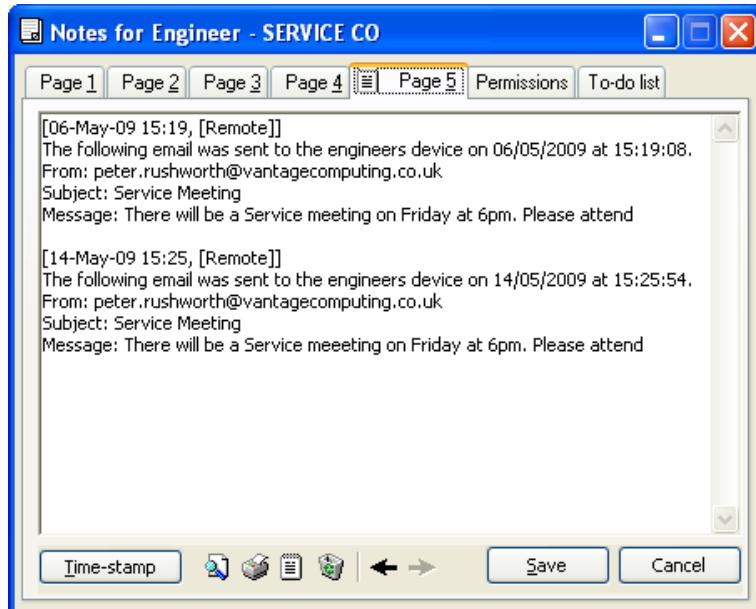
Go to my inbox

Service Accent Wireless has the ability to receive and send email messages and stores the incoming messages in the engineers inbox for further reference.



The ability to send emails will only function from Service Accent version 4.6 build 198 or greater.

When a message is sent from Service Accent to an engineers wireless device, the message is automatically saved into the engineers notes on page 5.



When a new message is received, a popup message will appear alerting the engineer to this fact (no matter what screen the engineer is working in). The following will be displayed;



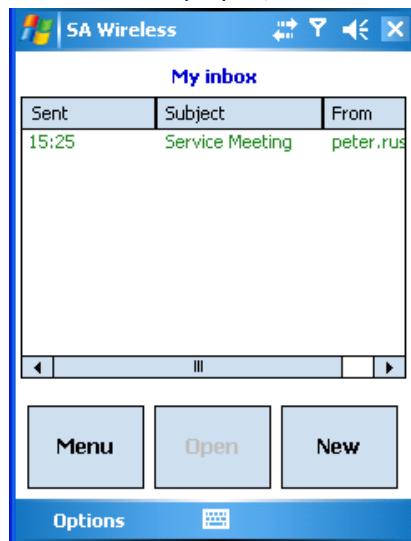
To view the message immediately, tap **Yes** and the engineer inbox will open so that the message can be read. (any information currently been entered in the screen will be retained), tap **No** to view the message at a later time.

To go to my inbox

1. Select **Go to my inbox** option from the Service Accent Wireless welcome screen.



2. The following screen will be displayed;

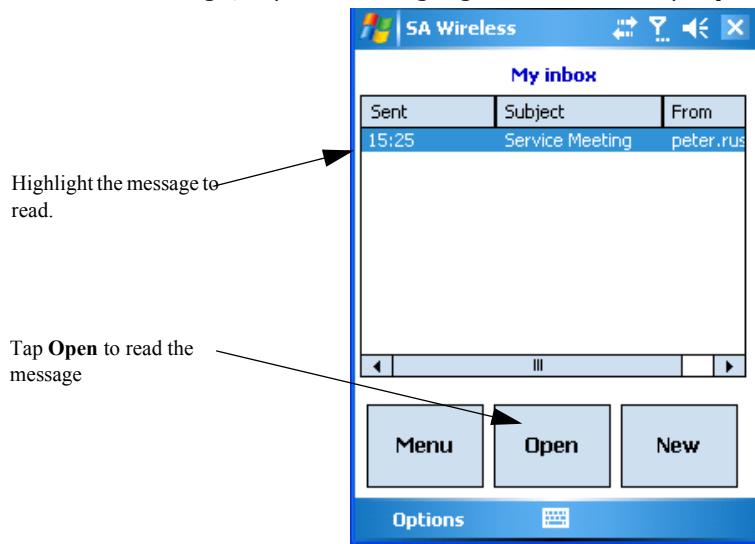


3. If a message has not been viewed, it will show in green.
4. Tap **Menu** to return to the main welcome menu.

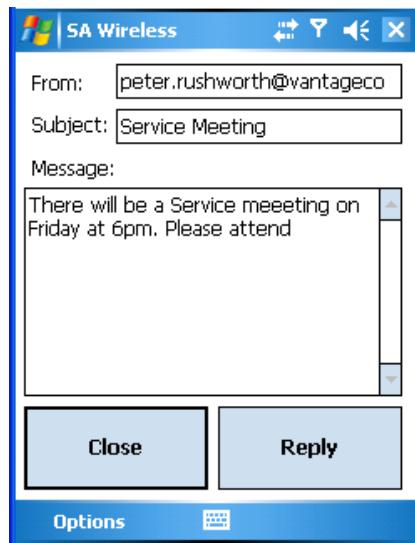


To view and reply to email messages

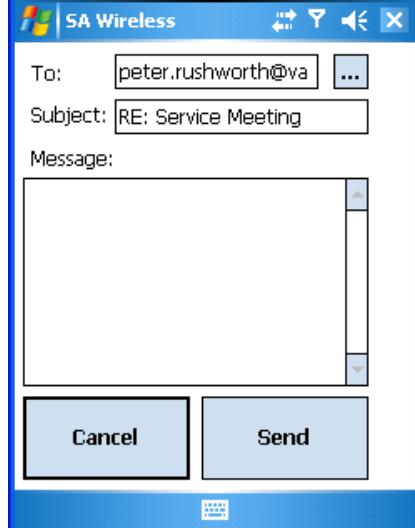
1. To view a message, tap once to highlight it and then tap **Open**,



2. The following will be displayed;



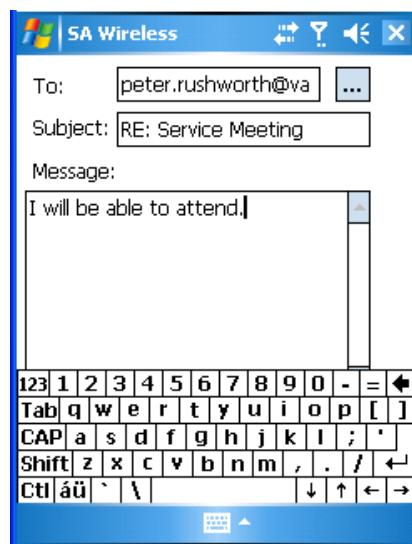
3. If the engineer does not need to reply to the message, tap **Close** to close the message and return to **My inbox** screen.
4. To reply to the message, tap **Reply** and the following is displayed;



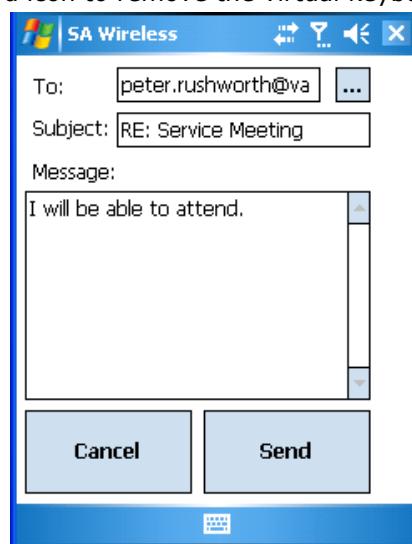
5. As you are replying to an email message, it is not recommended that you change the recipient or the subject. If an email message is to be sent another recipient, use **New msg**.
6. Tap the **Message** box and then tap the keyboard icon.



7. Type your reply.



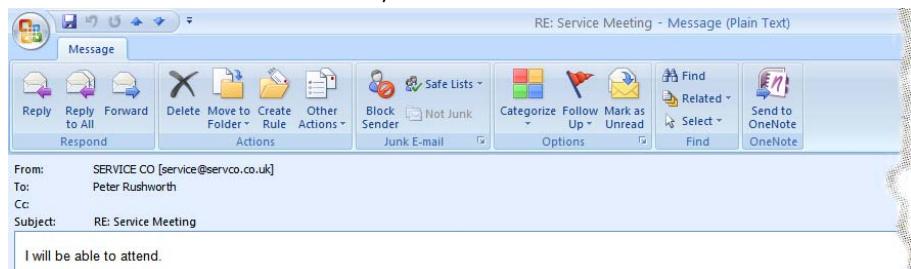
8. Tap the keyboard icon to remove the virtual keyboard from the screen.



9. Tap **Close** to return to the Inbox screen without sending the reply.



10. Tap **Send** to send the reply back to the sender. The message will close and the inbox will be displayed. The message colour now changes to black to indicate that it has been read.
11. The message sent from the engineer will arrive in the original senders email account as per normal emails. An example of the reply in Microsoft Outlook is shown;



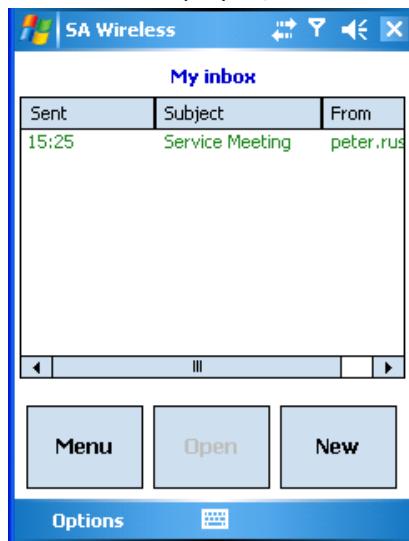
Do not attempt to reply to this email, as the engineer email address is fictitious and will be discarded. The only way to email the engineer is through Service Accent.

To create and send a new email message

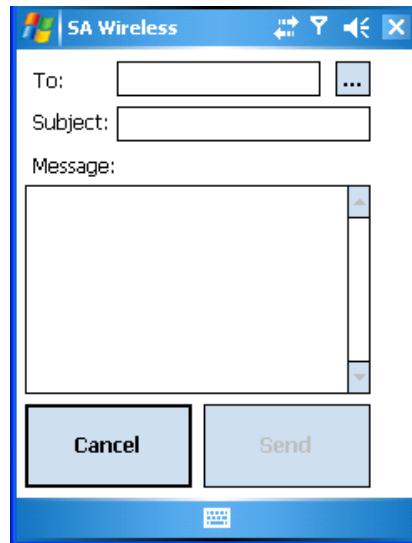
1. Select **Go to my inbox** option from the Service Accent Wireless welcome screen.



2. The following screen will be displayed;



3. Tap **New** to create a new message and the following is displayed;



4. In the **To** box, enter the email address of the intended recipient.



Engineers can send messages to each others device. The engineers address will be listed as an abbreviation of your company name followed by a two or three digit number. To send a message to an engineer, select the engineer name. A message will then be sent and appear on the recipient engineers device as a normal incoming message.

5. Or alternatively, to see a list of recipients who have previously emailed, tap the button and the following screen is displayed;



6. Each time an email message is received, the contact list is updated with the address of the sender.

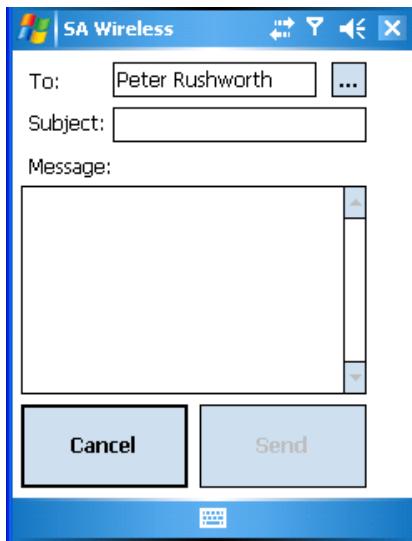
7. Tap **Cancel** to return to the new message screen without selecting a recipient.



8. Highlight the required recipient



9. and then tap **Select**. The following will be displayed;



10. In the **Subject** box, enter the subject of the email message.

11. In the **Message** box, enter the body of your email message.

12. Tap **Send** to send the email message. The email message will be queued up for sending and will be sent when the next automatic send/receive is actioned.

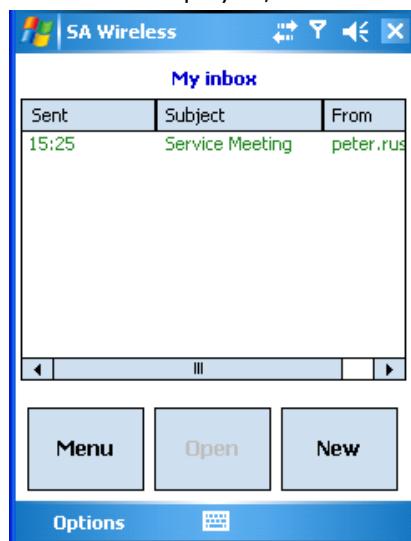
13. Tap **Cancel** to exit the new msg screen without sending the message.

To delete an email message

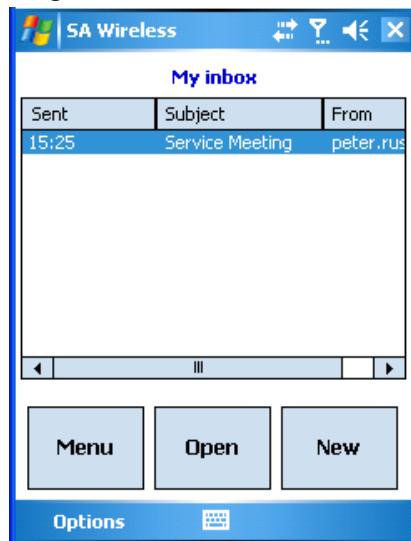
1. Select **Go to my inbox** option from the Service Accent Wireless welcome screen.



2. The following screen will be displayed;

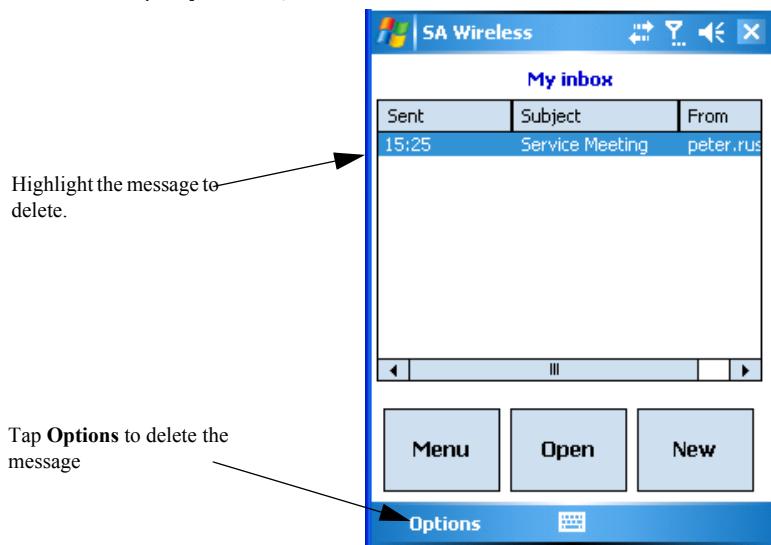


3. Highlight the message to delete

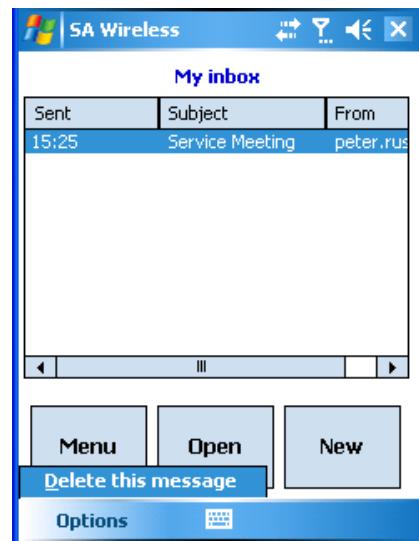




4. and then tap **Options.;**



5. The following is displayed



6. Tap **Delete this message;**

7. The message will be deleted.



Once a message has been deleted, it cannot be recovered.

Service Accent Wireless Options

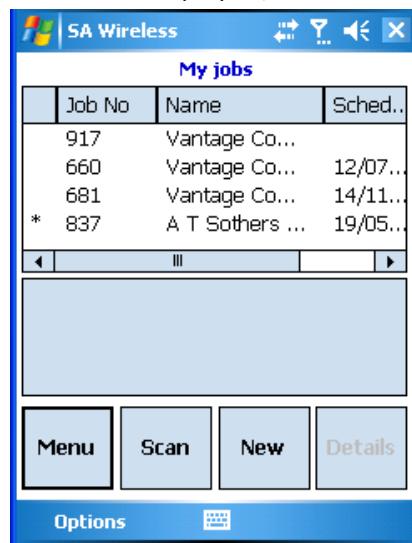
Service Accent Wireless has several other options which can be used to aid the engineer and help in diagnosing a problem.

To access the Service Accent Wireless options

1. Select **Go to my jobs** option from the Service Accent Wireless welcome screen.

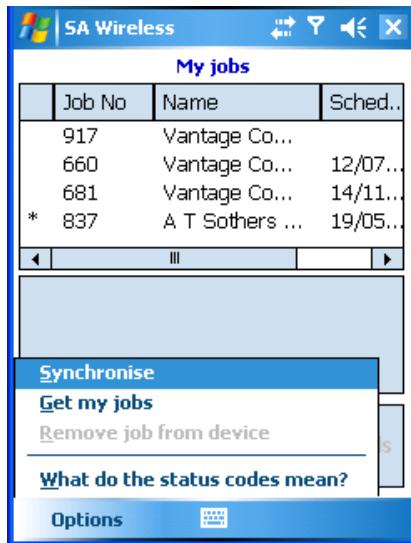


2. The **My jobs** screen will be displayed;





3. Tap **Options** and the following is displayed;



4. There are 4 options available and these are as follows:

- **Synchronise** - This option retrieves all the fault, cause and action codes, engineer names, engineer car/van stock and service level descriptions from the Service Accent database. When this option is selected, the following screen is displayed;



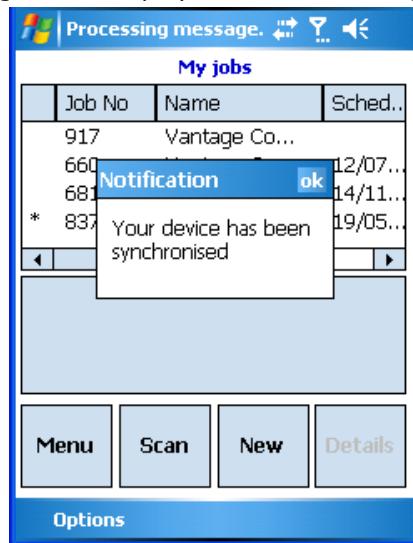
All the fault, cause and action codes, engineers, engineers car/van stock and service levels will be deleted from the device and the Service Accent database will resend these details.



It is advised that the PDA device is connected to a PC using ActiveSync as this process could take a long time to download.

Tap OK to acknowledge the message.

The following will be displayed after the settings are updated.



Tap **OK** to acknowledge the message.

Once the local settings have been updated, the engineer will need to close Service Accent Wireless from the main Welcome screen (tap **Close Wireless**) and then restart Service Accent Wireless.

- **Get my jobs** - this option retrieves all jobs fully assigned to the engineer. When this option is selected, the following screen is displayed;



All jobs and related data will be deleted from the device and the Service Accent database will resend all jobs currently fully assigned to the engineer.



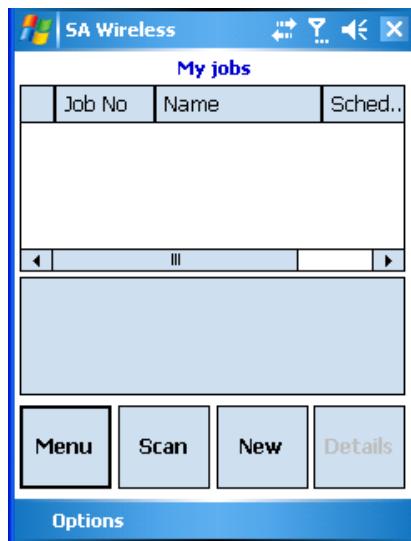
This option should only be used under the guidance of your support provider as any previously entered data will be deleted.

Tap **No** to return to the **My jobs** screen without removing any jobs or data.

Tap **Yes** to delete all jobs and related data from the device and get Service Accent to resend all the fully assigned jobs.



The **My jobs** screen will be displayed with an empty jobs list. The list will be refreshed on the next automatic scheduled send/receive.



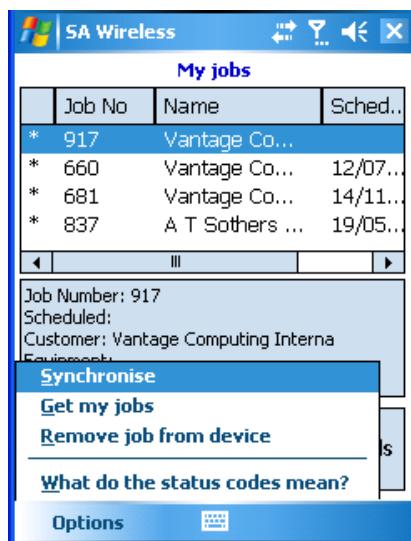
The following will be displayed after the data has been received;



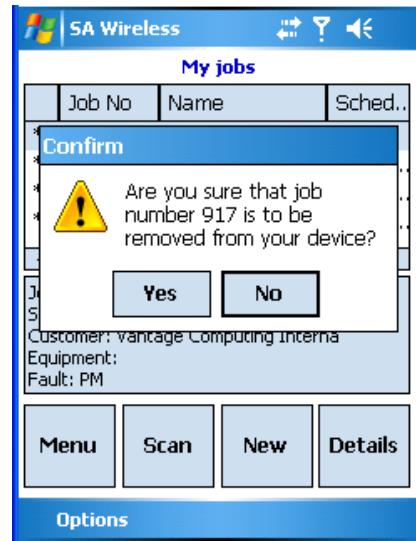
Tap **OK** to close the information box.

Remove job from device - this option removes a single job and related data from the device.

Highlight the job to be removed from the device and then tap **Options**

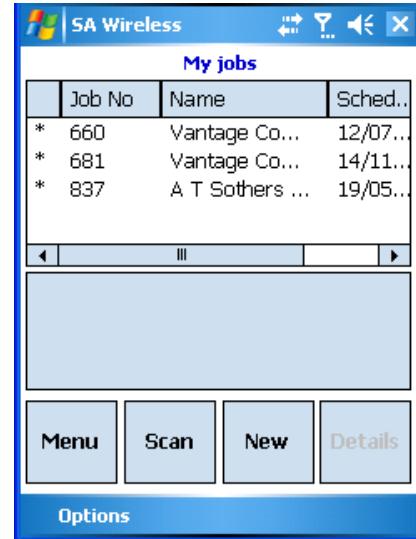


Tap **Remove job from device** and the following is displayed

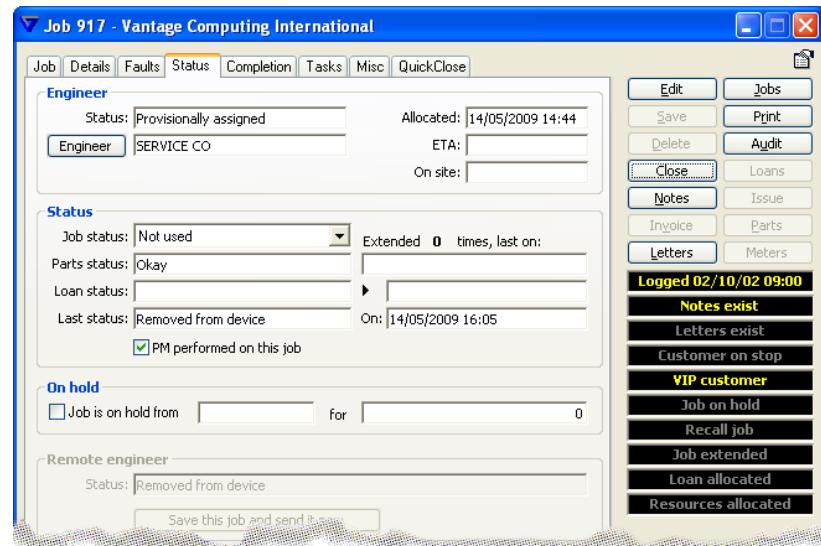


Tap **No** not to remove the job. Tap **Yes** to remove the job and related data from the device.

The job will be removed from the list of jobs on the device



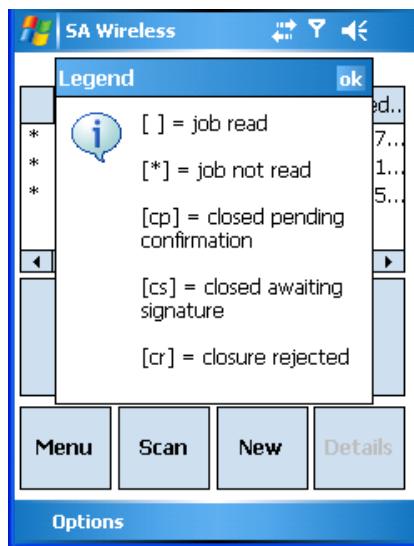
In Service Accent the status on the job will be shown as **Removed from device**.



Also the notes and the Audit for the job are updated to reflect that the engineer removed the job from their device manually.



What do the status codes mean? - this options shows the meaning of the different status codes used in the **My jobs** screen.



The statuses are:-

Blank - the job has been viewed

* - the job has not yet been viewed

cp - the job is closed but pending. This means that the engineer has completed the job details, but the job has not yet been closed by Service Accent.

cs - the job is closed but there are other jobs that are marked for a signature. Once all jobs marked for one signature are completed, they will be sent back to Service Accent

cr - the job is closed but rejected. This means that the engineer has completed the job details and sent the job back to Service Accent, but for some reason (invalid parts or times for example), the job has been rejected.

About Service Accent Wireless

On the Service Accent Wireless welcome screen, **About Wireless** displays version numbers, the PDA device mobile id and personal engineer settings. The information on this screen will be requested by your support provider in the event of a problem.

To show information about Service Accent Wireless

1. From the Service Accent Wireless welcome screen,



2. tap **About Wireless** and the following is displayed;



3. Tap **Close** to close the information box.



4. Tap the **Settings** tab and the following is displayed;



5. The settings cannot be changed on the device, they are all controlled by Service Accent engineer permissions (see page 37) and Service Accent System settings and are updated when the **Synchronise** option (see page 181). There are currently fifteen settings and this are:-

- **Meter Billing** - if this is set to **on**, the optional Service Accent Meter billing module has been licensed and references to meters and meter readings will be shown throughout Service Accent Wireless.
- **Stock control** - if this is set to **on**, the optional Service Accent Stock module has been licensed and full stock auditing and movements are used throughout Service Accent Wireless.
- **log job** - if this is set to **on**, the engineer can create new service calls. The default is **off**.
- **Supervisor** - if this is set to **on**, another screen will appear in Service Accent Wireless which will allow the engineer to view all outstanding and assigned jobs for all engineers, issue jobs to engineers and monitor engineer progress. The default is **off**.
- **Create part** - if this is set to **on**, the engineer can create a new part via the parts screen. This option is useful, if your engineer needs to purchase parts to complete the call and this part is not in your Service Accent database. The default is **off**.
- **Reassign extending job** - if this is set to **on**, the engineer can select another engineer to be provisionally assigned against the extended job. The default is **off**.
- **Change service levels** - if this is set to **on**, the engineer can change the service level for the call. The default is **off**.
- **Inventory parts allocation** - if this is set to **on**, the engineer can allocate part usage against alternative inventory items. The default is **off**.
- **Bar code scanning** - if this is set to **on**, the scan screen and barcode scanning is available.
- **Warn if parts request exist** - if this is set to **on**, a call cannot be closed if there are outstanding parts requests. The call can, however, be extended. The default is **off**.

- **Allow Contact Amendment** - if this is set to **on**, the engineer can amend and add customer contacts. The default is **off**.
- **Use Custom Screen** - please contact your support provider regarding this option. The default is **off**.
- **Use Alternative Stores** - if this is set to **on**, the engineer can select alternative stores to use and return parts to. The default is **off**.
- **Extend Only If Part Request** - if this is set to **on**, the job can only be extended if a parts request has been entered. The default is **off**.
- **Use PDA Time As Completion Time** - if this is set to **on**, the completion time entered by the engineer will be replaced with the time the job is closed. The default is **off**.



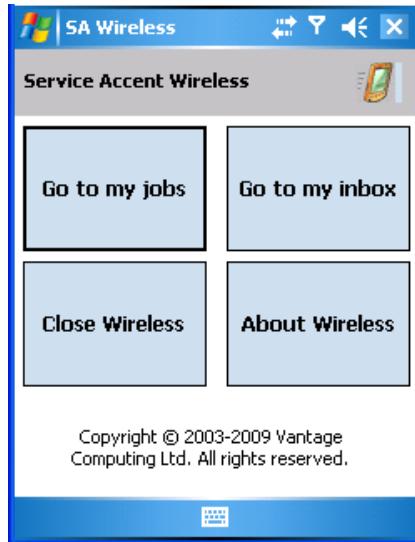
Close Service Accent Wireless

This option allows the Service Accent Wireless application to be closed.

- If the **X** () is tapped on any screen in Service Accent Wireless, the application closes down, but is still running in memory in the background. If any new jobs or emails are received by the PDA device, Service Accent Wireless will automatically reopen at the same screen.

To close Service Accent Wireless

- From the Service Accent Wireless welcome screen,



- Tap **Close Wireless** and the following screen is displayed;



- Tap **Cancel** to exit this screen without closing Service Accent Wireless.
- Tap **OK** to close Service Accent Wireless.
- To restart Service Accent Wireless, please refer to page 41.

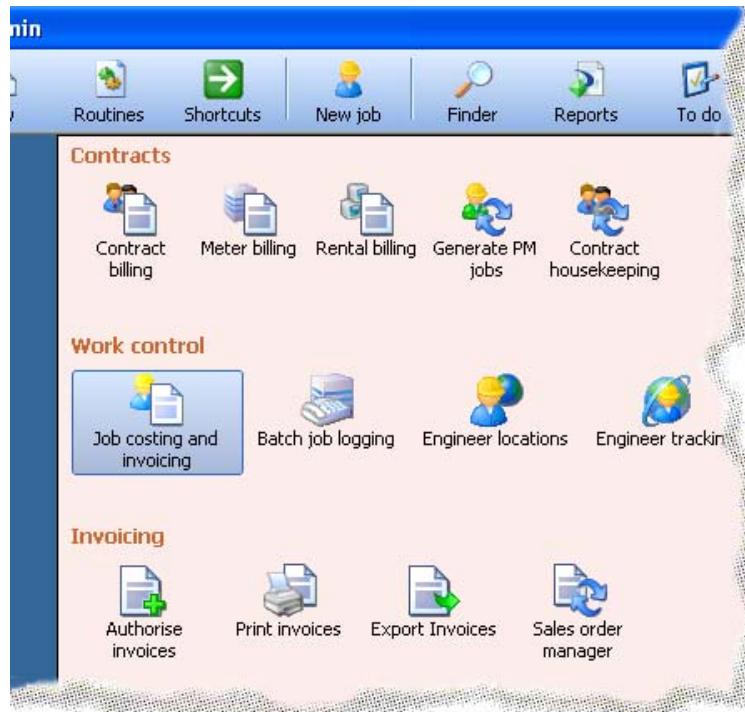
Invoicing Completed Jobs

When an engineer completes a call from Service Accent Wireless, any invoices that may be due, are not automatically created in Service Accent.

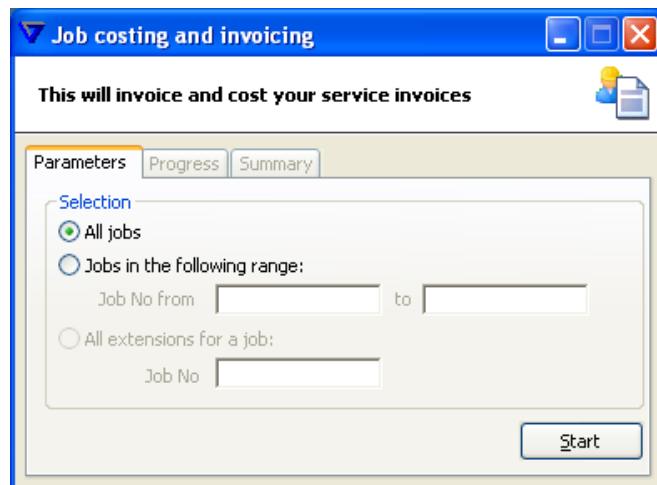
If the Service Accent Wireless setting **Engineer can complete jobs only and not close them** is enabled, the invoices will be created automatically in Service Accent when the job is closed manually, otherwise to create these invoices, a manually routine has to be performed.

To raise invoices for completed wireless jobs

1. From the Service Accent button bar, select **Routines, Work Control** and then **Job costing & invoicing**.



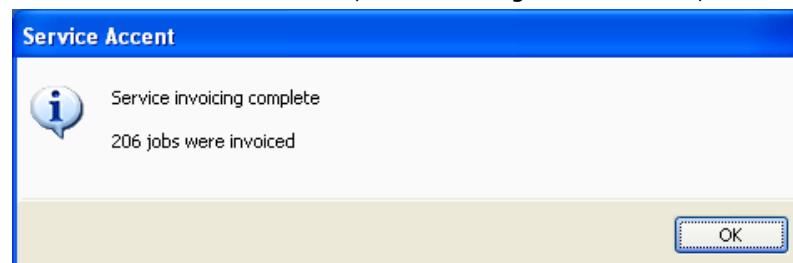
2. The following dialogue will be displayed;



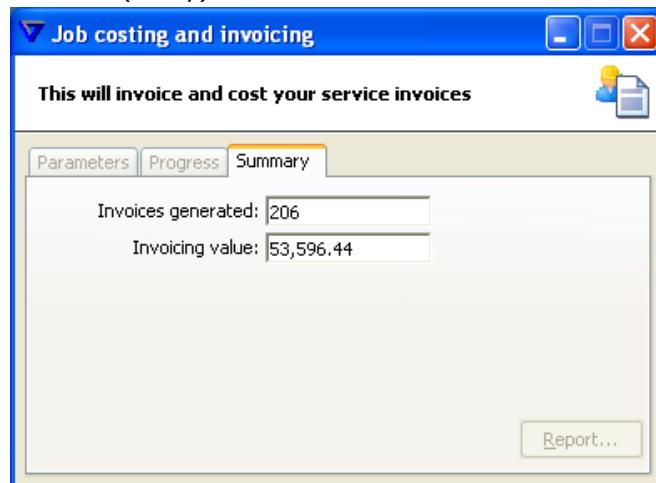
3. To generate invoices for all jobs that have not had an invoice already raised, enable the **All jobs** radio button.



4. To generate invoices for a range of jobs, enable the **Jobs in the following range** radio button and then enter the first job in the range in the **Job no from** box and then enter the last job number in the **To** box.
5. To generate invoices for all the extensions of a particular job, enable the **All extensions for a job** radio button and then enter the job number in the **Job no** box.
6. To generate the selected invoices, click the **Start** button.
7. The job costing and invoicing routine will check to see if an invoice is to be created against the job and the **Invoice generated** and **Invoicing value** fields will be updated as the routine progresses.
8. After the routine has finished, the following will be shown;



9. Click **OK** to acknowledge the message and the total number of invoices and their value (if any) are shown.



10. The next step is to authorise the provisional invoices. Please refer to the Service Accent User guide for more information on authorising provisional invoices.

Appendix A

Flow Chart

